



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY
SOLID • RESPONSIVE • WORLD-CLASS

CITIZEN'S CHARTER

(2023 Edition)

I. Mandate:

The PSA shall primarily be responsible for the implementation of the objectives and provision of R.A. 10625.

It shall plan, develop, prescribed, disseminate and enforce policies, rules and regulations and coordinate government-wide programs governing the production of official statistics, general-purpose statistics, and civil registration services.

It shall primarily be responsible for all national censuses and surveys, sectoral statistics, consolidation of selected administrative recording systems, and compilation of national accounts.

II. Vision:

Solid responsive world-class authority on quality statistics and civil registration.

III. Mission:

Deliver relevant, reliable statistics and civil registration services for equitable development towards improved quality of life for all.

IV. Service Pledge:

We, the Philippine Statistics Authority, commit to deliver relevant and reliable statistics and efficient civil registration services to our client and stakeholders.

We adhere to the UN Fundamental Principles of Official Statistics in the production of quality general-purpose statistics and commit to deliver civil registration services in accordance with the laws, rules and regulations, and other statutory requirements.

We endeavor to live by the established core values and corporate personality of the PSA and adapt the appropriate technology in the development of our products and delivery of services.

We commit to continually improve the effectiveness of our Quality Management System to ensure equitable development towards improved quality of life for all.

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PHILIPPINE STATISTICS AUTHORITY SERVICES

CENTRAL OFFICE

INTERNAL AND EXTERNAL SERVICES

OFFICE OF THE NATIONAL STATISTICIAN

INTERNAL AUDIT DIVISION

1. Audit Engagement (Management, Operations and Compliance Audits)

Evaluate governance, risk management and controls to provide reasonable assurance on the effectiveness of PSA operations, efficiency in its processes, and implementation of policies through the conduct of management and operations audit.

Division:	Internal Audit Division (IAD)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	PSA Services/Units/Divisions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of audit requirements/criteria (e.g. operational manual, organizational structure, process flow, related office policies and procedures, etc.)	PSA Units

CLIENT STEPS (PSA Service/Unit/ Division)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare Special Order authorizing the IAD to conduct management or operations audit	None	4 hours	Internal Auditors
	Endorse to NSCRG for approval	None	4 hours	Internal Auditor V
	Prepare initial engagement planning memorandum which include documentary requirements/criteria for audit engagement	None	4 hours	Internal Auditors
	Endorse to NSCRG for approval.	None	4 hours	Internal Auditor V
	Forward the initial engagement planning memorandum to audit client which include documentary requirements/criteria for audit engagement	None	4 hours	Internal Auditing Assistant/ Administrative Assistant IV
1. Submit original or scanned copies of the approved documentary	1.1 Receive submitted documentary requirements	None	4 hours	Internal Auditing Assistant/ Administrative Assistant IV

CLIENT STEPS (PSA Service/Unit/ Division)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requirements determined during the engagement planning (e.g. operational manual, organizational structure, process flow, related office policies and procedures, etc.)	1.2 Review of the submitted documentary requirements as to completeness	None	4 hours	Internal Auditors
	1.3 Prepare and review Engagement Plan and Work Program	None	1 day	Internal Auditors
	1.4 Endorse to NSCRG for approval.	None	4 hours	Internal Auditor V
	1.5 Prepare the following: - Understanding the Audit Area Template - Risk and Control Matrix - Previous Reports Matrix - Internal Control Questionnaire - Checklist	None	7 days	Internal Auditors
2. Set a schedule for the Entry Conference	2.1 Prepare and review entry conference memorandum	None	1 day	Internal Auditing Assistant/ Internal Auditors
	2.2 Endorse to NSCRG for approval	None	4 hours	Internal Auditor V
	2.3 Forward the approved entry conference memorandum to audit client	None	4 hours	Internal Auditing Assistant / Administrative Assistant IV
3. Participate in the Entry Conference as scheduled	3.1 Conduct entry conference	None	1 day	Internal Auditors and PSA Units
	3.2 Interview with audit client (walkthrough)	None	5 days	Internal Auditors and PSA Units
4. Accomplish the audit forms	4.1 Administer audit forms	None	1 day	Internal Auditors
	4.2 Review and process of the accomplished audit forms	None	4 days	Internal Auditors

CLIENT STEPS (PSA Service/Unit/ Division)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Preparation of the following audit forms: <ul style="list-style-type: none"> • Walkthrough Working Paper (WWP) • Summary of Control Attributes (SCA) • Summary of Control Weaknesses (SCW) • System Test Control Matrix (STCM) 	None	7 days	Internal Auditors
	4.4 Request audit clients to provide documents for test of controls	None	1 day	Internal Auditors
5.Submit additional documents for test of control	5.1 Assess the submitted document for test of control	None	3 days	Internal Auditors
	5.2 Prepare the following: <ul style="list-style-type: none"> • Test of Control Working Paper (TCWP) • Data Analytics Matrix (DAM) • Summary of Control Breakdown (SCB) • Interim Audit Report (IAR) 	None	7 days	Internal Auditors
	5.3 Prepare and review exit conference memorandum	None	1 day	Internal Auditors
	5.4 Endorse to NSCRG for approval	None	4 hours	Internal Auditors
	5.5 Forward the approved exit conference memorandum to audit clients	None	4 hours	Administrative Assistant IV
	5.6 Review of the following audit forms: <ul style="list-style-type: none"> • WWP • SCA • SCW 	None	3 days	Internal Auditor V

CLIENT STEPS (PSA Service/Unit/ Division)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • STCM • TCWP • DAM • SCB • IAR 			
6. Participate and provide comments/insights to audit observations and recommendations in the Exit Conference as scheduled	6.1 Conduct exit conference	None	1 day	Internal Auditors and PSA Units
	6.2 Prepare Abstract of Observations and Recommendations (AOR)	None	3 days	Internal Auditors
	6.3 Prepare Matrix of Audit Observation and Recommendation (MAOR)	None	1 day	Internal Auditors
	6.4 Review of the following: <ul style="list-style-type: none"> • AOR • MAOR 	None	1 day	Internal Auditor V
	6.4 Prepare final audit report	None	3 days	Internal Auditors
	6.5 Review of the final report	None	1 day	Internal Auditor V
	6.6 Endorse to NSCRG for approval	None	4 hours	Administrative Assistant IV/ Internal Auditing Assistant
	6.7 Administer feedback survey form to audit client	None	4 hours	Internal Auditing Assistant/ Internal Auditing Assistant
7. Submit accomplished Feedback Survey Form	7. Process accomplished Survey Form	None	1 day	Internal Auditors
Total		None	60 days	

2. Follow-through Audit

Monitoring and feedback activity undertaken to ensure the extent and adequacy of preventive/corrective actions taken by the Management to address the inadequacies identified during the audit. It aims to increase the probability that recommendations will be implemented.

Division:	Internal Audit Division (IAD)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	PSA Services/Units/Divisions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished follow-through matrix.		PSA Units		
CLIENT STEPS (PSA Service/Unit/ Division)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare Follow-through Memorandum and Status of Implementation of Audit Recommendations (follow-through matrix)	None	1 day	Internal Auditors
	Review follow-through memorandum and audit matrix	None	4 days	Internal Auditors
	Endorse to NSCRG for approval	None	4 hours	Internal Auditor V
	Forward the follow-through memorandum and audit matrix to audit clients	None	4 hours	Administrative Assistant IV
1. Submit the accomplished follow-through matrix	1.1 Prepare follow-through reports	None	4 days	Internal Auditors
	1.2 Review follow-through report	None	2 days	Internal Auditors
	1.3 Endorse to NSCRG for approval	None	4 hours	Internal Auditor V
Total			12.5 days	

LEGAL SERVICE

1. Request for Legal Opinion / Written Legal Query

The Legal Service provides legal advice and opinion on matters related, but not limited to, Civil Registration, Family Laws.

Office or Division:	Legal Service
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Original Written Request for Legal Opinion Supporting Documents 	Provided by the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure visitors pass from the Security Guard and register in the Visitor's Logbook.	1.1 Provides Security pass.	None	5 minutes	Security Guard
2. The client goes to the receiving personnel.	2.1 Receives the letter request. Then controls and logs the same in the database.	None	10 minutes	Administrative Assistant
	2.2 Informs the requester when he/she will receive the letter response/legal opinion.	None	15 minutes	Administrative Assistant
	2.3 Assigns and endorses the request to a Lawyer for the drafting of a letter response/legal opinion.	None	30 minutes	Director of LS
	2.4 Drafts the letter response/legal opinion.	None	9 days	Attorney III
	2.5 Conducts initial review of the draft letter	None	7 days	Attorney IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	response/legal opinion.			
	2.6 Conducts final review of the letter response/legal opinion then signs the same.	None	3 days	Director of LS
	2.7 Control, logs, and transmits the letter response/legal opinion.	None	30 minutes	Administrative Assistant
	2.8 Forward the Letter Response to the Client Sender and request acknowledgement or accomplishment of Feedback form	None	30 minutes	
Total		None	19 days and 2 hours	

2. Legal Advice/Opinion to Walk in Public Client/s (without letter)

The Legal Service provides legal advice and opinion concerning corrections on civil registry documents which includes filing of petition to the concerned Local Civil Registry Office and Court, if necessary.

Office or Division:	Legal Service
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
Documents in relation to client's query Specify: 1. Civil Registration Documents such as COLB, COM, CoD and other civil registry documents 2. Affidavits or other supporting documents.	WHERE TO SECURE Provided by the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure visitors pass from the Security Guard and register in the Visitor's Logbook.	1.1 Issuance of the Visitor Pass.	None	5 minutes	Security Guard

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The client goes to the receiving personnel.	2. Directly refer the client to the available legal assistant (LA)/lawyer.	None	2 minutes	Administrative Assistant
	2.1 The legal assistant/lawyer will assist the client by providing legal advice on his/her concern.	None	40 minutes	Legal Assistant/Lawyer
	2.1.1 LA/Lawyer will analyze the query and the document/s presented.			
	2.2.2 If the concern/query/document does not pertain to the legal service, the LA/Lawyer will refer the public to the proper PSA Office/Service.			
	2.2.3 Advise the client to proceed to the concerned Office/Service.			
3. Submit accomplished Monitoring Form	4. Request the Client to accomplish the Monitoring Form.	None	5 minutes	
Total		None	52 minutes	

3. Review of Petitions Under R.A. Nos. 9048/10172

The Legal Service is tasked to review Petitions for Correction of Clerical Errors filed under R.A. Nos. 9048 and 10172.

A. Petitions filed under RA 9048/10172

Office or Division:	Legal Service
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	Public- Those who filed petitions under RA 9048/RA 10172
Requirements	Petition Filed with the Local Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Local Civil Registrar/Record Section (GSD) transmit the RA 9048/RA 10172 petitions to the Legal Service.	1.1. Screens the form and completeness of the petition for correction and its supporting document/s.	None	1 day	Legal Service (Controller RA Unit)
	1.2. Encoding and drafting of the decision to the Petition filed.	None	2 days	Legal Service (Encoder and Drafter RA Unit)
	1.3. Renders final review of the petition and evaluation of supporting documents and recommends to the National Statistician and Civil Registrar General for Action.	None	3 days	Legal Service (Final Reviewer RA Unit)
	1.4. Affirms or Impugns the Petition.	None	1 day	National Statistician and Civil Registrar General
	1.5. Certifies the petitions and signs the Action Taken.	None	1 day	National Statistician and Civil Registrar General
	1.6. Preparation of the transmittal for the decisions made on the petition.	None	1 day	Legal Service (Administrative Assitant RA Unit)
	1.7. Legal Service Transmit RA 9048/10172 Petitions to the concerned Local Civil Registrar thru the accredited courier.	None	1 day	Legal Service (Mailer RA Unit)
Total		None	10 days	

B. Motion for Reconsideration for Impugned Petition under RA 9048/10172

7.1. For Motion for Reconsideration for Impugned Petitions	
Requirements: 1. Motion for Reconsideration 2. Original Petition and Action Taken by CRG 3. Complete Supporting Documents	Where to Secure: 1. Local Civil Registrar Concern

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmittal of Motion for Reconsideration from the Local Civil Registrar to the Legal	1.1 Screens petitions for completeness of petitions and supporting Document/s	None	2 days	Legal Service – RA Unit
	1.2 Review the Motion for Reconsideration Filed	None	23 days	Legal Service – RA Unit
	1.3 Draft the decision to the Motion for Consideration	None	3 days	Final Reviewer – RA Unit
	1.4 Affirms or Impugns the Petition	None	1 day	National Statistician and Civil Registrar General
	1.5 Transmits the decision to the Petition filed to the Local Civil Registrar	None	1 day	Legal Service (Mailer RA Unit)
Total		None	30 days	

4. Action on Concerns Answered or Referred by Legal Service

The Legal Service immediately takes action upon receipt of PCC/CCB/8888 Complaints, ARTA Concerns, Legal Advice, Commendation, Follow-up, Request for Assistance or Inquiry either by responding or referring the concern to the service/unit of the PSA. The Legal Service is also mandated to verify/investigate complaints if the need for the same arises.

Office or Division:	Legal Service
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	Public, Stakeholders and other government agencies
Requirements	Letter of Concern

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmittal of the 8888/PCC/CCB concern to the Legal Service	1.1. Legal Service to accept the letter/acknowledge the email.	None	10 minutes	Administrative Assistant
	1.2. Control and log the concern.	None	10 minutes	Administrative Assistant
	1.3. Assess/Route to the concerned Legal Assistant for further action, if necessary.	None	20 minutes	Administrative Assistant
	1.4. Drafting of the reply letter for concerns addressed to the Legal Service. Drafting of the Referral Letter for concerns involving other service or unit within PSA.	None	3 days	Legal Assistant
	1.5. Lawyer to review/comment the draft reply letter	None	2 days	Lawyer
	1.6. Endorsement of the reply letter to the Head of the Legal Service	None	20 minutes	Legal Assistant
	1.7. Head of the Legal Service to review/ /comment/sign the draft reply letter	None	1 day	Director of LS
	1.8. Transmit the letter reply to the concerned agency or concerned citizen. Request agency or citizen to acknowledge and/or respond to the Feedback Form sent through email, sms or courier services.	None	7 hours	Administrative Assistant
Total			6 days and 8 hours	

INTERNATIONAL COOPERATION UNIT

1. Invitation to participate in international official engagement

International organizations' requests for participation of PSA officials and staff to attend/facilitate/moderate international official engagements (e.g., meetings, fora, conferences, etc.)

Office or Division:	Office of the National Statistician – International Cooperation Unit (ONS-ICU)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	International Requesting Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Invitation and related documents (e.g., concept note, agenda, forms, etc.)	Invitation may be sent to icu.staff@psa.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the invitation.	1.1 Acknowledge receipt of the invitation.	None	3 minutes	Supervising Statistical Specialist/ Statistical Specialist II/ Statistical Analyst ONS-ICU
	1.2 Assess and forward the request to the concerned DNS.	None	30 minutes	Supervising Statistical Specialist / Statistical Specialist II / Statistical Analyst ONS-ICU
	1.3 Facilitate the nomination of participant/s.	None	3 days	DNS Concerned PSA Office
	1.4 Transmit the details of the nominees to ICU.	None	5 minutes	DNS Concerned PSA Office
None	1.5 Prepare and send the nomination form to NSCRG for approval.	None	2 hours	Supervising Statistical Specialist / Statistical Specialist II / Statistical Analyst

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				ONS-ICU
	1.6 Approve/Disapprove the nomination and inform ICU.	None	3 days	NSCRG
2. Receive the response from PSA.	2.1 Respond to the invitation. 2.1.1. If PSA will not participate, send regrets 2.1.2. If PSA will participate, send the details of the delegation	None	5 minutes	Supervising Statistical Specialist/ Statistical Specialist II / Statistical Analyst ONS-ICU
Total		None	6 days, 2 hours and 48 minutes	

2. International requests for data/comments (Data not accessible by ONS-ICU)

International organizations request for data/comments from PSA through ONS-ICU. The unit then endorses the requests to concerned PSA offices and facilitates the submission to the requesting party.

Office or Division:	Office of the National Statistician – International Cooperation Unit (ONS-ICU)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	International Requesting Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (email)	Request may be sent to icu.staff@psa.gov.ph
2. Questionnaire (optional)	Requesting Organization
3. Feedback Form	ONS-ICU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email requesting data/comments.	1. Acknowledge receipt of the request.	None	3 minutes	Senior Statistical Specialist ONS-ICU
	2. Assess and forward the request to the concerned service of the PSA.	None	30 minutes	Senior Statistical Specialist ONS-ICU
	3. Prepare the requested data/comment.	None	5 days	Focal Concerned PSA Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Submit the prepared data/comment to ICU.	None	10 minutes	Focal Concerned PSA Service
2. Receive the requested data/comments.	1. Transmit the requested data/comment (together with the feedback form).	None	2 minutes	Senior Statistical Specialist ONS-ICU
3. Submit the accomplished feedback form.	1. Record the responses for monitoring.	None	1 hour	Senior Statistical Specialist ONS-ICU
Total		None	5 days, 1 hour and 45 minutes	

3. International requests for data/comments (Data accessible by ONS-ICU)

International organizations request data/comments from PSA through ONS-ICU. The unit compiles data from various sources (e.g., OpenSTAT, Statistical Yearbook, etc.) / draft the comments, sends the compilation/draft to concerned PSA offices for review, and facilitates the submission to the requesting party.

Office or Division:	Office of the National Statistician – International Cooperation Unit (ONS-ICU)
Classification:	Complex
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	International Requesting Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (email)	Request may be sent to icu.staff@psa.gov.ph
2. Questionnaire (optional)	Requesting Organization
3. Feedback Form	ONS-ICU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email requesting data/comments.	1. Acknowledge receipt of the request.	None	3 minutes	Senior Statistical Specialist ONS-ICU
	2. Assess and prepare the requested data / provide comments.	None	2 days and 4 hours	Senior Statistical Specialist ONS-ICU
	3. Send the prepared data/draft comments to concerned PSA service for review.	None	4 days	Focal Concerned PSA Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Return reviewed data/comment to ICU	None	10 minutes	Focal Concerned PSA Service
2. Receive the requested data/comments.	1. Transmit the requested data/comment (together with the feedback form)	None	2 minutes	Senior Statistical Specialist ONS-ICU
3. Submit the accomplished feedback form.	1. Record responses for monitoring	None	1 hour	Senior Statistical Specialist ONS-ICU
Total		None	6 days, 5 hours and 15 minutes	

Note: The process excludes the number of days the questionnaire/request for comment is being responded by the concerned unit.

4. Study Visits to PSA

Study visit is a service offered by the PSA that allows international organizations to visit the PSA, benchmark practices, and learn about the agency's operations

Office or Division:	Office of the National Statistician – International Cooperation Unit (ONS-ICU)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	International Requesting Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to: CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General	Invitation may be sent through: icu.staff@psa.gov.ph
2. Relevant documents (e.g., proposed program, logistic details, etc.)	Requesting organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request to PSA.	1. Acknowledge receipt of the request.	None	3 minutes	Director / Supervising Statistical Specialist / Statistical Specialist II / Statistical Analyst ONS-ICU
	2. Review and forward the request to	None	1 day	Director / Supervising Statistical Specialist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the concerned PSA office.			/ Statistical Specialist II / Statistical Analyst ONS-ICU
	3. Assess the request and inform ICU on the feasibility of the request	None	5 days	DNS / ANS/DC
2. Receive the response from PSA.	1. Inform the requesting party about PSA's decision 1. Send regrets if PSA cannot accommodate the request. 2. If approved, prepare and send the Letter of Agreement and draft program to the requesting party	None	5 minutes 5 days	Director Supervising Statistical /
3. Review the program and sign the Letter of Agreement. Return all the documents to PSA.	1. Sign the Letter of Agreement.	None	1 day	NSCRG
	2. Arrange the technical and administrative aspects of the visit.	None	7 days	ONS-ICU and Concerned PSA Offices
4. Visit the PSA and submit the accomplish evaluation form at the end of the program.	1. Record responses for monitoring.	None	1 hour	Supervising Statistical Specialist / Statistical Specialist II / Statistical Analyst ONS-ICU
Total		None	19 days, 1 hour and 8 minutes	

PHILSYS REGISTRY OFFICE

External Services

1. Registration to the Philippine Identification System (PhilSys)

This process involves the collection of demographic and biometric information of Citizen or resident aliens in the Philippines to the PhilSys. Subsequently, the collected information shall undergo deduplication and back-end validation to ensure the uniqueness of the identity of the applicant. Once validated, the applicant shall be issued a PhilSys Number (PSN). Upon successful registration and generation of the PSN, the Philippine Identification (PhilID) shall be printed and issued to the registered person.

Office or Division:	PhilSys Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Accomplished one (1) PhilSys Registration Form with the following information in capital letters:</p> <ul style="list-style-type: none"> • Full Name • Sex • Date of Birth • Place of Birth • Blood Type • Permanent Address • Present Address • Filipino or Resident Alien • Marital Status (Optional) • Mobile Number (Optional) • Email Address (Optional) 	<p>1. PhilSys Registration Centers</p>
<p>2. At least one (1) identification document.</p> <p><u>List of Acceptable Identification Documents</u></p> <p>Primary Documents:</p>	<p>2. Government Agencies, Non-Government Organizations, Private Entities, Academe, Local Government Unit (LGU)</p> <p>1. Philippine Statistics Authority and other government agency;</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Certificate of Live Birth (OCRG Form No. 101 and 102) or Report of Birth AND one (1) government-issued identification document which bears full name, front-facing photograph, and signature or thumb mark; 2. Philippine Passport or ePassport; 3. Unified Multi-purpose Identification (UMID) Card; or 4. Student's License Permit or Non-Professional/Professional Driver's License. <p>In case the applicant does not have any of the Primary Documents, any of the Alternative/Additional Documents shall suffice.</p> <p>Alternative/Additional Documents:</p> <ol style="list-style-type: none"> 1. Certificate of Live Birth; 2. Report of Birth; 3. Certificate of Foundling or Certificate of Live Birth of Person with No Known Parent/s; 4. IBP Card; 5. PRC ID; 6. Seaman's Book (Seafarer's Record Book); 7. OWWA E-Card; 8. Senior Citizen's ID; 9. SSS ID; 10. Pantawid Pamilyang Pilipino Program (4Ps) ID; 11. License to Own or Possess Firearms (LTOPF) ID; 12. NBI Clearance; 13. Police Clearance/ID; 14. Solo Parent's ID; 15. Person with Disability (PWD) ID; 16. Voter's ID; 17. Postal ID; 18. Taxpayer Identification Number (TIN) ID; 	<ol style="list-style-type: none"> 2. Department of Foreign Affairs; 3. Government Service Insurance System or Social Security System; or 4. Land Transportation Office. <ol style="list-style-type: none"> 1. Philippine Statistics Authority or National Statistics Office or Local Civil Registry Office; 2. Philippine Statistics Authority or National Statistics Office or Philippine Foreign Service Post; 3. Philippine Statistics Authority; 4. Integrated Bar of the Philippines (IBP); 5. Professional Regulation Commission (PRC); 6. Maritime Industry Authority; 7. Overseas Workers Welfare Administration (OWWA); 8. Office of Senior Citizen Affairs and/or Local Government Units (LGU); 9. Social Security System (SSS); 10. Department of Social Welfare and Development (DSWD); 11. Philippine National Police (PNP); 12. National Bureau of Investigation (NBI); 13. Philippine National Police (PNP); 14. Department of Social Welfare and Development;

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 19. PhilHealth ID; 20. Special Resident Retiree's Visa (SRRV); 21. National ID from other countries; 22. Residence ID from other countries; 23. Professional Identification Card; 24. Eligibility Card; 25. Dependent's ID; 26. Retiree's ID; 27. Conductor's License; 28. Philippine Veterans Affairs Office Pensioner's ID (Veteran or Dependent); 29. Seafarer's Identity Document (Seaman's ID); 30. Tribal Certificate/ID; 31. Certificate of Confirmation or Certificate of Indigenous Cultural Communities (ICCs)/Indigenous Peoples (IPs) Membership (CIPM); 32. Certificate of Tribal Membership; or 33. Identification Certificate (IC). 	<ul style="list-style-type: none"> 15. National Council of Disability Affairs or its regional counterpart, Office of the Mayor, Department of Social Welfare and Development Office and other participating organizations with a Memorandum of Agreement with the Department of Health; 16. Commission on Elections; 17. Philippine Postal Corporation (Post Office); 18. Bureau of Internal Revenue; 19. Philippine Health Insurance Corporation; 20. Philippine Retirement Authority; 21. Issuing country; 22. Issuing country; 23. Maritime Industry Authority; 24. Civil Service Commission; 25. Armed Forces of the Philippines and Philippine National Police; 26. Philippine National Police, Armed Forces of the Philippines and Philippine Coast Guard; 27. Land Transportation Office; 28. Philippine Veterans Affairs Office; 29. Maritime Industry Authority; 30. Tribal Affairs Office under the Office of the Mayor (if applicable); 31. National Commission on Indigenous Peoples/Tribal Leader of Indigenous Cultural Communities/ Indigenous Peoples; 32. National Commission on Muslim Filipinos; or 33. Philippine Consulate General.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The following identification documents shall be accepted as Alternative/ Additional Documents provided that these have a front-facing photograph, signature or thumb mark, full name, permanent address and date of birth:</p> <ol style="list-style-type: none"> 1. Employee ID; 2. School ID <ul style="list-style-type: none"> • For pre-school, elementary and secondary, signature or thumbmark of the ID owner is not required. 3. City/Municipal ID; 4. Barangay Clearance/Certificate <ul style="list-style-type: none"> • This shall contain a statement of the Barangay Chairman that he/she personally verified the applicant's residency and that the applicant has been residing there for at least six months prior to PhilSys registration. 5. Barangay ID; 6. Voter's Certification issued by the COMELEC; 7. Prison Record; or 8. Certificate of Detention. 	<ol style="list-style-type: none"> 1. Employer; 2. Academic Institutions; 3. Issuing City/Municipality; 4. Issuing Barangay; 5. Issuing Barangay; 6. Commission on Elections; 7. Bureau of Jail Management and Penology; or 8. Philippine National Police or Bureau of Jail Management and Penology.
<p>3. For the claiming of PhilID, present any of the following:</p> <ol style="list-style-type: none"> a. Transaction Slip; or b. Identification and/or supporting document/s presented during registration. <p>In case of an authorized representative, he/she may claim the PhilID of the registered person provided that he/she presents the following:</p> <ol style="list-style-type: none"> a. Authorization letter; b. Valid identification document of the registered person; and c. Valid identification document of the authorized representative. 	<ol style="list-style-type: none"> a. PSA-based and LGU-based Registration Centers b. Government Agencies, Non-Government Organizations, Private Entities, Academe, LGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished PhilSys Registration Form and present the identification and/or supporting document/s to the Screener.	<p>1.1. Review the consistency of the information on the PhilSys Registration Form against the identification and/or supporting document/s presented.</p> <p>1.2. Affix full name and signature in the PhilSys Registration Form and return the identification and/or supporting document/s to the applicant.</p>	None	5 minutes	<p>Screener</p> <p>PhilSys Registration Team (PRT)</p>
	1.3. Assist the applicant to the Registration Kit Operator waiting area.	None	1 minute	<p>Registration Center Supervisor</p> <p>PhilSys Registration Team (PRT)</p>
2. Proceed to the Registration Kit Operator and present the PhilSys Registration Form and identification and/or supporting document/s.	2.1. Encode the demographic information of the applicant.	None	5 minutes	<p>Registration Kit Operator</p> <p>PhilSys Registration Team (PRT)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2. Review the consistency of the demographic information based on the submitted identification and/or supporting document/s.</p> <p>2.3. Scan the identification and/or supporting document/s.</p> <p>2.4. Capture the irises of the applicant.</p> <p>2.5. Capture the 10 functional fingerprints of the applicant.</p> <p>2.6. Capture the front-facing photograph of the applicant.</p> <p>Note: Biometric exceptions/forced capture will apply if there is a physical impossibility to capture a complete set of biometric information due to medical or physical disability or if the</p>	None	4 minutes	<p>Registration Kit Operator</p> <p>PhilSys Registration Team (PRT)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	complete set does not meet the minimum threshold standards.			Registration Center Supervisor PhilSys Registration Team (PRT)
3. Review and confirm the correctness of demographic and biometric information.	3.1. Confirm the correctness of demographic and biometric information.	None	3 minutes	Registration Kit Operator PhilSys Registration Team (PRT)
4. Affirm the collection of their data for PhilSys registration and other services.	4.1. Read and explain the Disclosure under Section 12 of the Data Privacy Act of 2012 as reflected in the PhilSys Registration Client System.	None	2 minutes	Registration Kit Operator PhilSys Registration Team (PRT)
None	4.2. Print the Transaction Slip.	None	1 minute	Registration Kit Operator PhilSys Registration Team (PRT)
5. Receive the identification and/or supporting	5.1. Return the identification and/or supporting	None	1 minute	Registration Kit Operator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents and the printed Transaction Slip.	documents and provide the Transaction Slip to the applicant.			PhilSys Registration Team (PRT)
None	5.2. Approve and upload data packet to the server.	None	2 minutes per data packet	Registration Center Supervisor PhilSys Registration Team (PRT)
None	<p>5.3. Perform demographic and/or biometric deduplication.</p> <p>In case of a potential duplicate:</p> <p>Conduct identity validation through the following:</p> <ul style="list-style-type: none"> a. Automated Biometric Identification System (ABIS) Manual Adjudication Subsystem; and/or b. Manual Verification System. 	None	<p>15 minutes</p> <p>Note: The duration may be shortened depending on the capacity of the system.</p> <p>15 minutes</p> <p>22 minutes</p>	<p>None</p> <p>Note: This deduplication process is being performed by the system.</p> <p>Registration Officers I, II and III Identity Validation Division</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: In case of possible fraud cases, conduct a fact-finding and filing of appropriate action, when necessary.			Registration Officers I, II and III Fraud Management Division
None	5.4. Generate PSN/PCN.	None	1 minute Note: The duration may be shortened depending on the capacity of the system.	None Note: This process is system-generated.
	5.5. Conduct PhilID Production, Kitting and Release to Delivery Partner. Note: 1 batch consists of 4,500 records. i. Batch Creation; ii. Data Preparation System; iii. Photo Cropping;	None	5 days, 1 hour and 25 minutes per batch	Information Systems Analyst I and II, Shift Supervisor, Printing Quality Inspector III, Computer Operator II ID Processing and Management Division, AllCard, Bangko Sentral ng Pilipinas

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	iv. Card Personalization (Laser); v. Card Personalization (DOD); vi. Visual Inspection; vii. Quality Checking of Personalized Cards; viii. Card Carrier Printing; ix. Card Kitting; x. Quality Checking of Kitted Cards; xi. Certificate of Mailing Generation; xii. Temporary Storage of PhilIDs at Bangko Sentral ng Pilipinas; and xiii. Turnover of Kitted Cards to Post Office.			
None	5.6. Processing and distribution of PhilIDs to local Post Offices.	None	5 to 30 working days Note: - within 5 working days for delivery address within National Capital Region - within 7 working days for delivery address within Luzon, Visayas, and Mindanao	Philippine Postal Corporation (Post Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			- within 30 working days for delivery address for remote and far-flung areas	
6. Present the Transaction Slip or identification and/or supporting document/s presented during registration.	<p>6.1. Deliver the PhilID to the address of the card owner.</p> <p>6.2. Match the transaction number in the Transaction Slip or full name found in the identification and/or supporting document/s.</p>	None	1 minute	Philippine Postal Corporation (Post Office)
7. Affix signature to the delivery receipt.	7.1. Release the enclosed PhilID.	None	3 minutes	Philippine Postal Corporation (Post Office)
If there is no possible duplicate:				
TOTAL processing time of PhilSys Registration if the delivery address is within NCR:		None	10 Working days, 2 hours, and 9 minutes	
TOTAL processing time of PhilSys Registration if the delivery address is within Luzon, Visayas, or Mindanao:		None	12 Working days, 2 hours, and 9 minutes	
TOTAL processing time of PhilSys Registration if the delivery address is in remote and far-flung areas:		None	35 Working days, 2 hours, and 9 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If there is a potential duplicate:				
TOTAL processing time of PhilSys Registration if there is a possible duplicate and the delivery address is within NCR:		None	10 Working days, 2 hours, and 46 minutes	
TOTAL processing time of PhilSys Registration if the delivery address is within Luzon, Visayas, or Mindanao:		None	12 Working days, 2 hours, and 46 minutes	
TOTAL processing time of PhilSys Registration if the delivery address is in remote and far-flung areas:		None	35 Working days, 2 hours, and 46 minutes	

2. Issuance of ePhilID (Printed) at PhilSys Registration Center

Issuance of the ePhilID is a proactive strategy of the Philippine Statistics Authority that allows registered persons to immediately enjoy the benefits of the PhilID, such as better access to public and private services. Registered persons with available PhilSys Number may avail of the ePhilID issuance in their preferred PhilSys Registration Center.

The ePhilID has the same functionality and validity as the PhilID card. For every PhilSys registered person, a physical PhilID card is allocated. Hence, registered persons will still receive their PhilID card even if they have already claimed their ePhilID.

Office or Division:	PhilSys Registry Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. A printed or electronic copy of the Transaction Reference Number (TRN) or transaction slip bearing the name of the client.		Any selected PhilSys Registration Centers and mobile teams.	
2. Appointment Reference Number		https://trn-verifier.philsys.gov.ph/	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the link https://trn-verifier.philsys.gov.ph/ and encode the 29-digit TRN to check the availability of the PSN/ePhilID.	1.1. Provide the status of the availability of the PSN/ePhilID.	None	2 minutes	None Note: This process is being performed by the system.
2. Once verified, schedule an appointment at the preferred PhilSys Registration Center and save a screenshot or print the appointment Slip together with the ARN.	2.1. Provide the appointment slip together with the ARN.	None	2 minutes	None Note: This process is being performed by the system.
3. Arrive at the PhilSys Registration Center and proceed to the Screening Area.	3.1. Receive the requesting party. 3.2. Ask the requesting party to present a physical or digital copy of the transaction slip. Note: In the absence of the TRN, the Screener shall advise the requesting party to wait for the delivery of the PhilID.	None	2 minutes	Screener PhilSys Registration Team (PRT)
4. Present a copy of the transaction slip.	4.1. Confirm if the requesting party is the owner of the transaction slip and if	None	2 minutes	Screener PhilSys Registration Team (PRT)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>he/she received his/her PhilID.</p> <p>Note: If the requesting party is an authorized representative of the owner of the transaction slip, request him/her to present an authorization letter or a birth/marriage certificate as proof of relationship, if applicable.</p>			
5. Proceed to the Registration Kit Operator Station and present the transaction slip.	<p>5.1. Encode the 29-digit TRN.</p> <p>5.2. Search the availability of the requesting party's ePhilID.</p> <p>Note: Requesting parties without available ePhilID shall be required to fill out the prescribed TRN log sheet. The information provided through the log sheet shall be used to inform the registered person once his/her ePhilID becomes available.</p> <p>5.3. Verify the identity by comparing the face of the requesting party and the front-facing photograph displayed on the screen.</p>	None	5 minutes	Registration Kit Operator PhilSys Registration Team (PRT)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: In case of any discrepancy, request to present identification and/or supporting documents.</p> <p>5.4. Download the PDF file.</p> <p>5.5. Enter the eight - character password (first four letters of the first name and year of birth) to open the PDF file.</p> <p>5.6. Scan the QR code using https://verify2.philsys.gov.ph to check the consistency between the demographic information and embedded photo in the QR code and the ePhilID.</p> <p>5.7. Print the ePhilID.</p> <p>5.8. Read the reminders written at the bottom part of the printed ePhilID.</p>			
6. Receive the printed ePhilID and transaction slip.	6.1. Issue the printed ePhilID and return the transaction slip.	None	2 minutes	Registration Kit Operator PhilSys Registration Team (PRT)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2. Keep a record of TRNs from all issued and/or unissued ePhilID transactions in the log sheet.			
None	6.3. Permanently delete the softcopy of the downloaded ePhilID at the end of operational hours.	None	2 minutes	Registration Kit Operator PhilSys Registration Team (PRT)
TOTAL:		None	17 minutes	

REGISTRATION MANAGEMENT DIVISION

External Services

1. Establishment of Partnerships on the Conduct of Institutional Registration and ePhilID Issuance

One of the core functions of the Registration Management Division (RMD) is to collaborate with national government agencies and local government units to ensure the registration of Citizen and resident aliens into the PhilSys. Hence, the RMD coordinates with line agencies and private institutions for the conduct of institutional registration and ePhilID issuance.

Institutional registration refers to the conduct of registrations sequentially at the premises of the partner institution. In October 2022, the Philippine Statistics Authority expanded its services for the general public to include ePhilID issuance. The issuance of the ePhilID is PSA's responsive and proactive initiative to accelerate the provision of PhilSys credentials to registered persons and facilitate the transition to the digital economy.

The institutional approach provides institutions with convenient means to provide PhilSys services to clustered populations.

Office or Division:	Registration Management Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government

Who may avail:	Government agencies, non-government organizations, private companies, residential facilities, people's organization
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (Original/Scanned Copy) containing the following: <ul style="list-style-type: none"> • No. of possible registrants • Contact person and details • Date/time availability schedule • Office space and equipment needed • Internet requirements 	Requesting government and private agencies, companies and general public.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request addressed to the National Statistician through email at rmd.staff@psa.gov.ph	1.1. Acknowledge receipt of the email. 1.2. Endorse the copy of the letter of request to the Division Chief for perusal.	None	4 hours	Registration Officer I/II
None	1.3. Assign the letter of request to staff for appropriate action.	None	4 hours	Registration Officer V
None	1.4. Draft a letter endorsing the request to the assigned Provincial Statistical Office (PSO).	None	4 hours	Registration Officer I/II/III
None	1.5. Review and endorse the draft letter to the Division Chief.	None	1 day	Registration Officer IV
None	1.6. Review and route the final	None	1 day	Registration Officer V,

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	draft letter to the Office of the Deputy National Statistician.			Registration Officer I/II
None	1.7. Review, sign and revert the approved letter to the RMD.	None	3 days	Deputy National Statistician
None	1.8. Email the signed letter to the requesting party and set a meeting with the requesting party and the assigned PSO.	None	1 hour	Registration Officer I/II
2. Acknowledge the request and provide preferred meeting schedule.	2.1. Confirm meeting schedule.	None	1 hour	Registration Officer I/II/III
None	2.2. Conduct a meeting with the requesting party and the assigned PSO.	None	4 hours	Registration Officer V/IV/III
None	2.3. Provide a confirmation date on the actual registration and ePhilID Issuance.	None	1 day	PSO
TOTAL:		None	8 days and 6 hours	

2. Establishment of Partnerships on the Conduct of Institutional Registration and ePhilID Issuance

Section 9 of Republic Act No. 11055 or the Philippine Identification System (PhilSys) Act enumerated the list of government agencies and government-owned and controlled corporations (GOCCs) that will serve as registration centers for PhilSys. This provision also authorizes the PSA to assign other government agencies and GOCCs as registration centers if needed.

Further, Section 2 of the same Act also recognizes the indispensable role of the private sector in promoting the use and ensuring maximum efficiency of the PhilSys. In this regard, the Registration Management Division consistent with its core functions, leads the establishment of partnerships on the setting up of PhilSys co-location sites.

Office or Division:	Registration Management Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government
Who may avail:	Government agencies, non-government organizations, private companies, and residential facilities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter containing the following: <ul style="list-style-type: none"> • Contact person and details • Date/time availability schedule • Require Office space and equipment needed • Internet requirements 2. Memorandum of Agreement (MOA)	Requesting government and private agencies, companies, and institutions.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request addressed to the National Statistician via email at rmd.staff@psa.gov.ph .	1.1. Acknowledge receipt of the email. 1.2. Endorse the copy of the letter of request to the Division Chief for perusal.	None	4 hours	Registration Officer I/II
None	1.3. Assign the drafting of proposal letter on the partnership in setting up of PhilSys co-location sites.	None	4 hours	Registration Officer V

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Draft the proposal letter.	None	4 hours	Registration Officer IV
None	1.5. Review and route the draft letter to the Office of the Deputy National Statistician.	None	4 hours	Registration Officer V, Registration Officer I/II
None	1.6. Review and endorse the letter to the Office of the National Statistician for signature.	None	1 day	Deputy National Statistician
None	1.7. Review, sign and revert the approved letter to the RMD.	None	3 days	National Statistician, Executive Assistant
None	1.8. Email the approved letter to the partner entity and the assigned PSO and set a meeting to discuss the co-location partnership.	None	1 hour	Registration Officer I/II/III
2. Acknowledge the request and provide preferred meeting schedule.	2.1. Confirm meeting schedule.	None	1 hour	Registration Officer I/II/III
None	2.2. Conduct a meeting with the partner entity to discuss the co-location partnership including the contents of the MOA.	None	2 hours	Registration Officer V/IV/III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.3. Draft and prepare the MOA.	None	3 days	Registration Officer I/II/III/IV
None	2.4. Email the approved template of the MOA to the partner entity for comments.	None	1 hour	Registration Officer I/II
3. Revert MOA to PSA with comments of their Legal team.	3.1. Input comments of partner entity on the draft MOA.	None	4 hours	Registration Officer V
None	3.2. Endorse draft MOA to PSA Legal Service for review and comments.	None	1 day	Registration Officer V
None	3.3. Integrate comments of PSA Legal Service on the draft MOA.	None	4 hours	Registration Officer I/II/III/IV
None	3.4. Endorse the revised MOA to the Office of the Deputy National Statistician for review.	None	4 hours	Registration Officer V
None	3.5. Review and endorse revised MOA to the Office of the National Statistician for signature.	None	1 day	Deputy National Statistician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.6. Review, sign and revert the signed MOA to the RMD.	None	3 days	National Statistician, Executive Assistant
None	3.7. Route to PSA Legal Service for clearance and/or signature.	None	1 day	National Statistician, Executive Assistant
None	3.8. Receive and send signed MOA to the partner entity for their signature.	None	1 hour	Registration Officer I/II
4. Revert the signed MOA to PSA.	4.1. Process the notarization of the signed MOA.	None	1 hour	Registration Officer I/II
5. Received the notarized copy of the MOA.	5.1. Provide the notarized copy to the partner entity.	None	1 hour	Registration Officer I/II
TOTAL:		None	17 days and 5 hours	

ID PROCESSING AND MANAGEMENT DIVISION

Internal Services

1. Evaluation of Billing Statements from Bangko Sentral ng Pilipinas (BSP)

The Philippine Statistics Authority-Bids and Awards Committee (PSA-BAC), upon due observance of the procurement procedures set forth in the 2016 Revised IRR of Republic Act No. 9184, recommended the award of the contract for PhilSys card production and card personalization system and machines to BSP. Thus, the PSA engages the services of the BSP through Agency-to-Agency Agreement.

The payment shall be made upon compliance with documentary requirements, and in accordance with the schedule and the terms and conditions stated in the Implementing Guidelines of the Agreement.

Office or Division:	ID Processing and Management Division
Classification:	Highly Technical

Type of Transaction:	G2G – Government to Government
Who may avail:	Bangko Sentral ng Pilipinas
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account/Sales Invoice 2. Summary of Billing (List of Delivery Receipts and Quantity) 3. Detailed Delivery Receipts (PSA Batch Number, Inclusive Serial Number, Quantity of Good and Reject)	Bangko Sentral ng Pilipinas
Inspection and Acceptance Report	PhilSys Registry Office - Office of the Deputy National Statistician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the billing documents.	1.1. Receive and endorse the billing documents of the BSP to the ID Processing and Management Division (IDPMD).	None	1 day	Office of the Deputy National Statistician
None	1.2. Receive the endorsed billing documents and route to the reviewer.	None	6 minutes	Administrative Assistant IDPMD
None	1.3. Review the detailed delivery receipts based on the Notice of Delivery and Delivery Receipts (NDDR) in the billing documents.	None	1 day	Information Systems Analyst II – Distribution Operations Section IDPMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4. Forward the reviewed billing documents to the Administrative Assistant.</p> <p>Note: Voluminous billing documents are being checked on a monthly basis.</p>			
None	1.5. Endorse the billing documents to the evaluator.	None	1 minute	Administrative Assistant IDPMD
None	1.6. Conform and sign the detailed delivery receipts.	None	1 hour	Information Technology Officer I – Personalization and Kitting Operations Section IDPMD
None	1.7. Endorse the BSP billing documents to the Inspection Officer for signature.	None	1 minute	Administrative Assistant IDPMD
None	1.8. Sign the “Inspection” box in the Inspection and Acceptance Report (IAR).	None	10 minutes	Inspection Officer (Division Chief) IDPMD
None	1.9. Endorse the billing documents to the Office of the Assistant National Statistician for signature.	None	10 minutes	Administrative Assistant IDPMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.10. Sign the “Acceptance” box in the IAR.	None	1 day	Assistant National Statistician PCMS/ROS
None	1.11. Receive, control and scan the signed billing documents.	None	1 hour	Administrative Assistant IDPMD
None	1.12. Prepare Justification/ Observations on PhilID Card Personalization for the billing period.	None	1 day	Information Technology Officer I/ Information Systems Analyst II – Personalization and Kitting Operations Section IDPMD
None	1.13. Review and sign the draft Observations on PhilID Card Personalization document.	None	1 hour	Division Chief IDPMD
None	1.14. Endorse the Observations on PhilID Card Personalization document to the ANS.	None	10 minutes	Administrative Assistant IDPMD
None	1.15. Review and initially sign the Observations on PhilID Card Personalization document.	None	1 day	Assistant National Statistician Policy Coordination MS/ROS
None	1.16. Endorse the Observations on PhilID Card Personalization document.	None	10 minutes	Administrative Assistant PCMS/ROS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on document to the Office of the Deputy National Statistician.			
None	1.17. Review and initially sign the Observations on PhilID Card Personalization document.	None	2 days	Deputy National Statistician Office Deputy National Statistician
None	1.18. Endorse the Observations on PhilID Card Personalization document to the Office of the National Statistician.	None	10 minutes	Administrative Assistant ODNS
None	1.19. Review and approve the Observations on PhilID Card Personalization document (waiting time not included).	None	3 days	National Statistician and Civil Registrar General ONS
None	1.20. Receive, control and scan the approved Observations on PhilID Card Personalization document.	None	30 minutes	Administrative Assistant IDPMD
None	1.21. Check the billing documents if all are signed and attach the approved	None	30 minutes	Administrative Assistant IDPMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Observations on PhilID Card Personalization to the billing documents.			
None	1.22. Prepare transmittal/routing slip.	None	5 minutes	Administrative Assistant IDPMD
None	1.23. Endorse the completed, signed and approved billing documents to General Services Division (GSD).	None	30 minutes	Administrative Assistant IDPMD
None	1.24. Process the billing documents. Note: GSD will check and verify the BSP billing documents and endorse to the next billing processors (Accounting and Budget Division).	None	5 days	Administrative Assistant/ Officer GSD
TOTAL:		None	14 days, 4 hours and 33 minutes	

2. Evaluation of Billing Statements from Philippine Postal Corporation Inc. (Post Office)

The PSA engages the services of the Post Office as the only government-owned and controlled corporation engaged in the business of carrying and delivering mail. Likewise, the Post Office has the capability to dispatch postal items anywhere in the world where mail delivery is possible, in the most economical, efficient, reliable manner, and at reasonable cost, including the door-to-door delivery of PhilIDs.

The PSA shall pay the Post Office within 15 working days upon receipt of the documentary requirements stated in the contract.

Office or Division:	ID Processing and Management Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Philippine Postal Corporation Inc. (Post Office)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Statement of Account/Sales Invoice 2. Summary of PhilID Delivery Updates 3. Summary of Individual Updated Delivery Status (Delivered and Return-To-Sender) per batch 4. Certificate of Mailing 5. Detailed Individual Updated Delivery Status per batch 	Philippine Postal Corporation Inc. (Post Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the billing documents	1.1. Receive and endorse the billing documents of the Post Office to the ID Processing and Management Division (IDPMD).	None	1 day	Office of the Deputy National Statistician
None	1.2. Receive the endorsed billing documents.	None	5 minutes	Administrative Assistant IDPMD
None	1.3. Check and verify the Summary of PhilID Delivery Updates based on the attached detailed	None	3 days	Information Systems Analyst II – Distribution Operations Section IDPMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Individual Updated Delivery Status. Note: Voluminous billing documents are being checked on a monthly basis.			Administrative Assistant IDPMD
None	1.4. Endorse the billing documents to the ITO I (DOS).	None	5 minutes	Administrative Assistant IDPMD
None	1.5. Review and sign the Summary of Individual Updated Delivery Status (Delivered and Return-To-Sender) per batch.	None	4 hours	Information Technology Officer I – Distribution Operations Section IDPMD
None	1.6. Endorse the billing documents to certify its completeness.	None	5 minutes	Administrative Assistant IDPMD
None	1.7. Sign the Summary of Individual Updated Delivery Status (Delivered and Return-To-Sender) per batch.	None	1 day	Division Chief IDPMD
None	1.8. Scan and sort all the reviewed and signed Post Office billing documents.	None	3 hours	Administrative Assistant IDPMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9. Endorse the signed and completed billing documents to GSD for processing.	None	30 minutes	Administrative Assistant IDPMD
None	1.10. Process the billing documents. Note: GSD will check and verify the billing documents and endorse them to the next billing processors (Accounting and Budget Division).	None	5 days	Administrative Assistant/ Officer GSD
TOTAL:		None	10 days and 45 minutes	

INFRASTRUCTURE AND SYSTEMS MANAGEMENT DIVISION

Internal Services

1. Request for Account Creation, Updating, Reactivation, Deactivation and Password Reset for PhilSys Accounts (Digital Card Service, Matrix System, PhilSys Cloud)

In order to access their authorized systems (e.g. Digital Card Service, Matrix, and PhilSys Cloud), the Philippine Statistics Authority Central Office and Field Offices authorized personnel shall request credentials from the Infrastructure and System Management Division through the submission of an approved PhilSys Account Request Form.

Digital Card Service

The Digital Card Service is used for downloading the ePhilID cards using the admin portal. The admin with the role "DIGITALCARD_ADMIN" can download the digital copy of the card - ePhilID, in PDF format, for the registrants. This ePhilID refers to the digital version of the PhilID printed on a piece of paper (printed ePhilID) or may be stored in the PhilID holder's mobile device.

Matrix

Matrix System or the Matrix is an open-source web-based project management and issue tracking tool that allows users to manage multiple projects and associated subprojects via <https://matrix.philsys.gov.ph/>.

PhilSys Cloud

The PhilSys cloud is used for file sharing and as a repository of documents through <https://cloud.philsys.gov.ph>.

A. Request for Account Creation, Updating, and Reactivation for PhilSys Accounts (Digital Card Service, Matrix System, PhilSys Cloud)

Office or Division:	Infrastructure and Systems Management Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSys Registry Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Accomplished PhilSys Account Request Form (PARF) with the following information:</p> <p>I. Type of Request</p> <ul style="list-style-type: none"> • New Account • Account Updating • Account Reactivation • Account Deactivation <p>II. Account Holder Information</p> <ul style="list-style-type: none"> • Last Name • First Name • Middle Name • Suffix • Designation • Province/Region • Office/Company • Unit/Division/Service • Employee ID No. • Contact No. • Email Address • Employment Status: <ul style="list-style-type: none"> 1. COSW 2. Regular 3. External/Non-PSA <p>III. Selection of Required Access</p> <ul style="list-style-type: none"> • PhilSys Information System Account • System name <ul style="list-style-type: none"> 1. Digital Card Service 2. Matrix System 3. PhilSys Cloud • Project name/Folder name • Purpose of account 	<p>Infrastructure and Systems Management Division through the Matrix (https://matrix.philsys.gov.ph)</p>
1. Accomplished ePARF	https://bit.ly/ISMD-ePARF

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out ePARF (Google Form) and upload the approved PARF.	1.1. Monitor responses in the Google Form link.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Print the approved PARF.	None	1 minute	Computer Maintenance Technologist I
None	1.3. Check the completeness and assess the accuracy of the information in the PARF. Note: If the information is incorrect and/or incomplete, return the PARF to the requestor for correction/ completion.	None	3 minutes	Information Systems Analyst II/ Computer Maintenance Technologist II
None	1.4. Endorse the PARF to the Division Chief.	None	1 minute	Administrative Assistant
None	1.5. Approve/ disapprove the received PARF and return the form to the AA for dissemination. Note: If the request is disapproved, return the form to the requestor via email	None	4 minutes	Information Technology Officer II/III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6. Distribute the approved PARF to designated personnel for appropriate action.	None	1 minute	Administrative Assistant
None	1.7. Provide the corresponding action (i.e., account creation, updating of information and reactivation).	None	10 minutes	Computer Maintenance Technologist II/I / Information Systems Analyst II/I
None	1.8. Send the login credentials (i.e., username and password) to the email address provided in the PARF. For Matrix: Sending of login credentials is system automated.	None	5 minutes	Computer Maintenance Technologist I
2. Receive the credentials and access the system using their credentials.	2.1. Record the action taken, username, and the processor's name, signature, and date in Section IV of the PARF.	None	5 minutes	Computer Maintenance Technologist I / Information Systems Analyst II/I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	35 minutes	

B. Request for Account Deactivation for PhilSys Accounts (Digital Card Service, Matrix System, PhilSys Cloud)

Office or Division:	Infrastructure and Systems Management Division		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	PhilSys Registry Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Ticket Request for Account Deactivation with the following details: a. Template Name: Account Deactivation b. Tracker: PhilSys Account Deactivation c. Issue Title: [PSO/Division Name]-[Full Name] d. Issue Body: -Full Name -System -End Date/Late Working day		PhilSys IT Support Ticketing (https://matrix.philsys.gov.ph)	
2. Accomplished PhilSys Account Form (PARF)		Infrastructure and Systems Management Division (https://matrix.philsys.gov.ph)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through the PhilSys IT Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I
2. Download, accomplish, and	2.1. Receive print and the	None	1 minute	Computer Maintenance

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit the approved PARF.	approved PARF.			Technologist I
None	<p>2.2. Check the completeness and assess the accuracy of the information in the PARF.</p> <p>Note: If the information is incorrect and/or incomplete, return the PARF to the requestor for correction/ completion.</p>	None	3 minutes	Information Systems Analyst II/ Computer Maintenance Technologist II
None	2.3. Endorse the PARF to the Division Chief.	None	1 minute	Administrative Assistant
None	<p>2.4. Approve/ disapprove the received PARF and return the form to the AA for dissemination.</p> <p>Note: If the request is disapproved, return the form to the requestor via email</p>	None	4 minutes	Information Technology Officer II/III
None	2.5. Distribute the approved PARF to designated personnel for deactivation.	None	1 minute	Administrative Assistant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6. Deactivate the account.	None	3 minutes	Computer Maintenance Technologist I/II / Information Systems Analyst I/II
3. Receive the notification that the account has been deactivated.	3.1. Send notification through the email of the requestor's supervisor/ authorized staff that the account has been deactivated.	None	5 minutes	Computer Maintenance Technologist I
None	3.2. Close the Job Ticket.	None	1 minute	Computer Maintenance Technologist I
TOTAL:		None	24 minutes	

C. Request for Password Reset for PhilSys Accounts (Digital Card Service, Matrix System, PhilSys Cloud)

Office or Division:	Infrastructure and Systems Management Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSys Registry Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ticket request for Account Deactivation with the following details: a. Template Name: Password Reset b. Tracker: Password Reset c. Issue Title: [PSO/Division Name]-[Full Name] d. Name]-[Full Name] e. Email Address	PhilSys IT Support Ticketing (https://matrix.philsys.gov.ph)

System Name	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through PhilSys IT Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Validate the information received and provide appropriate action for the request.	None	3 minutes	Computer Maintenance Technologist I/II / Information Systems Analyst I/II
2. Receive the login credentials.	2.1. Send the login credentials such as the username and password to the email address of provided in the PARF. For Matrix: Sending of login credentials is system automated.	None	2 minutes	Computer Maintenance Technologist I
3. Access the system using the received credentials	3.1. Close the Job Ticket.	None	1 minute	Computer Maintenance Technologist I
TOTAL:		None	11 minutes	

2. Request for Inclusion in the PhilSys Registration Kit Support Group Chat

Office or Division:	Infrastructure and Systems Management Division
Classification:	Simple

Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSys Registry Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Accomplished PhilSys Account Request Form (PARF) with the following information:</p> <p>I. Type of Request</p> <ul style="list-style-type: none"> • New Account • Account Updating • Account Reactivation • Account Deactivation <p>II. Account Holder Information</p> <ul style="list-style-type: none"> • Last Name • First Name • Middle Name • Suffix • Designation • Province/Region • Office/Company • Unit/Division/Service • Employee ID No. • Contact No. • Email Address • Employment Status: <ul style="list-style-type: none"> 1. COSW 2. Regular 3. External/Non-PSA <p>III. Selection of Required Access</p> <ul style="list-style-type: none"> • PhilSys Information System Account • System name <ul style="list-style-type: none"> 1. Digital Card Service 2. Matrix System 3. PhilSys Cloud • Project name/Folder name • Purpose of account 	<p>Infrastructure and Systems Management Division through the Matrix (https://matrix.philsys.gov.ph)</p>
2. Accomplished ePARF	https://bit.ly/ISMD-ePARF

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out ePARF (Google form) and upload the signed PARF	1.1. Monitor responses in the Google Form link.	None	5 minutes	Computer Maintenance Technologist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Print the PARF.	None	1 minute	Computer Maintenance Technologist I
None	1.3. Check the complete-ness and assess the accuracy of the information in the PARF. Note: If the information is incorrect and/or incomplete, return the PARF to the requestor for correction/ completion.	None	2 minutes	Information Systems Analyst II/ Computer Maintenance Technologist II
None	1.4. Endorse the PARF to the Division Chief.	None	1 minute	Administrative Assistant
None	1.5. Approve/ disapprove the received PARF and return the form to the AA for dissemination. Note: If the request is disapproved, return the form to the requestor via email.	None	3 minutes	Information Technology Officer II and Information Technology Officer III
None	1.6. Distribute the approved PARF to designated personnel for appropriate action. Note: If the request is disapproved, return the form to the requestor via email.	None	1 minute	Administrative Assistant
None	1.7. Provide the corresponding action and add the requestor to	None	1 minute	Information Systems Analyst I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Registration Kit Support Group Chat.			
2. Join the group.	2.1. Record the action taken, username, and the processor's name, signature, and date in Section IV of the PARF.	None	1 minute	Information Systems Analyst I
TOTAL:		None	15 minutes	

3. Request for Updating, Reactivation, Deactivation, and Password Reset of Virtual Private Network Access of PSA Personnel

The authorized personnel from the Philippine Statistics Authority Central Office and Field Offices shall access the PhilSys systems using VPN credentials. The Infrastructure and Systems Management Division provides the VPN credentials. The requesting personnel must submit the approved PhilSys Account Request Form.

A. Request for Updating and Reactivation of Virtual Private Network Access of PSA Personnel

Office or Division:	Infrastructure and Systems Management Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSys Registry Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished PhilSys Account Request Form (PARF) with the following information: I. Type of Request <ul style="list-style-type: none"> • New Account • Account Updating • Account Reactivation • Account Deactivation II. Account Holder Information <ul style="list-style-type: none"> • Last Name • First Name • Middle Name • Suffix 	Infrastructure and Systems Management Division through the Matrix (https://matrix.philsys.gov.ph)

<ul style="list-style-type: none"> • Designation • Province/Region • Office/Company • Unit/Division/Service • Employee ID No. • Contact No. • Email Address • Employment Status: <ol style="list-style-type: none"> 1. COSW 2. Regular 3. External/Non-PSA <p>III. Selection of Required Access</p> <ul style="list-style-type: none"> • PhilSys Information System Account • System name <ol style="list-style-type: none"> 1. VPN for Step (RegClient) 2. VPN for Digital Card Service 3. VPN for Manual Verification System 4. VPN for Manual Adjudication 5. VPN for ID Authentication System 6. Others (Please specify) 	
2. Accomplished ePARF Form	https://bit.ly/ISMD-ePARF

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out ePARF (Google Form) and upload the signed PARF.	1.1. Monitor responses in the Google Form link.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Print the PARF.	None	1 minute	Computer Maintenance Technologist I
None	1.3. Check the completeness and assess the accuracy of the information in the PARF. Note: If the information is incorrect and/or incomplete, return	None	3 minutes	Information Systems Analyst II/ Computer Maintenance Technologist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the PARF to the requestor for correction/ completion.			
None	1.4. Endorse the PARF to the Division Chief.	None	1 minute	Administrative Assistant
None	1.5. Approve/ disapprove the received PARF and return the form to the AA for dissemination. Note: If the request is disapproved, return the form to the requestor via email.	None	4 minutes	Information Technology Officer II and Information Technology Officer III
None	1.6. Distribute the approved PARF to designated personnel for appropriate action.	None	1 minute	Administrative Assistant
None	1.7. Update/ reactivate the account.	None	3 minutes	Computer Maintenance Technologist I/II / Information Systems Analyst I/II
2. Receive the notification that the account has been updated/ reactivated .	2.1. Send notification through the email of the requestor's supervisor/ authorized staff that the account has been updated/ reactivated.	None	5 minutes	Computer Maintenance Technologist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the credentials and access the system using the credentials .	3.1. Record the action taken, username, and the processor's name, signature, and date in Section IV of the PARF.	None	3 minutes	Computer Maintenance Technologist I/II / Information Systems Analyst I/II
TOTAL:		None	27 minutes	

B. Request for Account Deactivation of Virtual Private Network Access of PSA Personnel

Office or Division:	Infrastructure and Systems Management Division		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	PhilSys Registry Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Ticket Request for Account Deactivation with the following details: a. Template Name: Account Deactivation b. Tracker: Philsys Account Deactivation c. Issue Title: [PSO/Division Name]-[Full Name] d. Issue Body: -Full Name -System -End Date/Late Working day		PhilSys IT Support Ticketing (https://matrix.philsys.gov.ph)	
2. Accomplished PhilSys Account Request Form (PARF)		Infrastructure and Systems Management Division (https://matrix.philsys.gov.ph)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through PhilSys IT	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Support Ticketing webpage.				
2. Download, accomplish and submit the approved PARF.	2.1. Receive and print the PARF.	None	1 minute	Computer Maintenance Technologist I
None	2.2. Check the completeness and assess the accuracy of the information in the PARF. Note: If the information is incorrect and/or incomplete, return the PARF to the requestor for correction/ completion.	None	3 minutes	Information Systems Analyst II/ Computer Maintenance Technologist II
None	2.3. Endorse the PARF to the Office of the Division Chief.	None	1 minute	Administrative Assistant
None	2.4. Approve/ disapprove the received PARF and return the form to the AA for dissemination. Note: If the request is disapproved, return the form to the requestor via email.	None	4 minutes	Information Technology Officer II and Information Technology Officer III
None	2.5. Distribute the approved PARF to designated personnel for deactivation.	None	1 minute	Administrative Assistant
None	2.6. Deactivate the account.	None	3 minutes	Computer Maintenance

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Technologist I/II / Information Systems Analyst I/II
3. Receive the notification that the account has been deactivated.	3.1. Send notification through the email of the requestor's supervisor/ authorized staff that the account has been deactivated.	None	5 minutes	Computer Maintenance Technologist I
None	3.2. Close the Job Ticket.	None	1 minute	Computer Maintenance Technologist I
TOTAL:		None	25 minutes	

C. Request for the Resetting of Password of Virtual Private Network Access of PSA Personnel

Office or Division:	Infrastructure and Systems Management Division		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	PhilSys Registry Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Ticket Request for Account Deactivation with the following details: <ul style="list-style-type: none">a. Template Name: Password Resetb. Tracker: Password Resetc. Issue Title: [PSO/Divisiond. Name]- [Full Name]e. Email Addressf. System Name		PhilSys IT Support Ticketing (matrix.philsys.gov.ph)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through PhilSys Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Validate the information received and provide appropriate action for the request.	None	3 minutes	Computer Maintenance Technologist I/II / Information Systems Analyst I/II
2. Receive the login credentials.	2.1. Send the login credentials such as the username and password through the registered email address.	None	2 minutes	Computer Maintenance Technologist I
3. Access the system using the credentials sent to them.	3.1. Close the Job Ticket.	None	1 minute	Computer Maintenance Technologist I
TOTAL:		None	11 minutes	

4. Request for Account Creation of Virtual Private Network Access of PSA Personnel

For requests for new accounts (for requestors who do not have existing accounts for the same system).

Office or Division:	Infrastructure and Systems Management Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSys Registry Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<p>1. Accomplished PhilSys Account Request Form (PARF) with the following information:</p> <p>I. Type of Request</p> <ul style="list-style-type: none"> • New Account • Account Updating • Account Reactivation • Account Deactivation <p>II. Account Holder Information</p> <ul style="list-style-type: none"> • Last Name • First Name • Middle Name • Suffix • Designation • Province/Region • Office/Company • Unit/Division/Service • Employee ID No. • Contact No. • Email Address • Employment Status: <ul style="list-style-type: none"> 1. COSW 2. Regular 3. External/Non-PSA <p>III. Selection of Required Access</p> <ul style="list-style-type: none"> • PhilSys Information System Account • System name <ul style="list-style-type: none"> 1. VPN for Step (RegClient) 2. VPN for Digital Card Service 3. VPN for Manual Verification System 4. VPN for Manual Adjudication 5. VPN for ID Authentication System 6. Others (Please specify) 	<p>Infrastructure and Systems Management Division through the Matrix (https://matrix.philsys.gov.ph)</p>
<p>2. Accomplished ePARF</p>	<p>https://bit.ly/ISMD-ePARF</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the filled-out ePARF (Google Form) and upload the signed PARF.</p>	<p>1.1. Monitor responses in the Google Form link.</p>	<p>None</p>	<p>5 minutes</p>	<p>Computer Maintenance Technologist I</p>
<p>None</p>	<p>1.2. Print the PARF.</p>	<p>None</p>	<p>1 minute</p>	<p>Computer Maintenance Technologist I</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1.3. Check the completeness and assess the accuracy of the information in the PARF.</p> <p>Note: If the information is incorrect and/or incomplete, return the PARF to the requestor for correction/ completion.</p>	None	2 minutes	Information Systems Analyst II / Computer Maintenance Technologist II
None	1.4. Endorse the PARF to the Office of the Division Chief.	None	1 minute	Administrative Assistant
None	1.5. Approve/ disapprove the received PARF and return the form to the AA for dissemination.	None	4 minutes	Information Technology Officer II and Information Technology Officer III
None	<p>1.6. Distribute the approved PARF to designated personnel for appropriate action.</p> <p>Note: If the request is disapproved, return the form to</p>	None	1 minute	Administrative Assistant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the requestor via email.			
None	1.7. Validate details in the PARF compared to e-Responses .	None	3 minutes	Computer Maintenance Technologist I
None	1.8. Using the account monitoring sheet, transfer and label the needed information in the appropriate sheets.	None	3 minutes	Computer Maintenance Technologist I/ Computer Maintenance Technologist II/ Information Systems Analyst I
	1.9. Create Light Weight Directory Access Protocol (LDAP) account.	None	5 minutes	Computer Maintenance Technologist I/ Computer Maintenance Technologist II/ Information Systems Analyst I
None	1.10. Record the action taken, username, and the processor's name, signature, and date in Section IV of the PARF.	None	3 minutes	Computer Maintenance Technologist I/ Computer Maintenance Technologist II/ Information Systems Analyst I
None	1.11. Forward the PARF to the assigned systems administrator	None	1 minute	Computer Maintenance Technologist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	or for Virtual Private Network (VPN) access.			
None	1.12. Provide VPN access rights using Firewall policy.	None	3 minutes	Computer Maintenance Technologist II/ Information Systems Analyst II
2. Receive the login credentials.	2.1. Send the login credentials - username and password to the email address provided in the PARF.	None	2 minutes	Computer Maintenance Technologist I
None	2.2. Record the action taken, username, and the processor's name, signature, and date in Section IV of the PARF.	None	3 minutes	Computer Maintenance Technologist I/II
None	2.3. Forward the PARF to the assigned systems administrator or sending the FortiToken activation code.	None	1 minute	Computer Maintenance Technologist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.4. Assign the FortiToken activation code via Firewall. The system automatically emails the QR code.	None	2 minutes	Computer Maintenance Technologist II/ Information Technology Officer I
None	2.5. Record the action taken, username, and the processor's name, signature, and date in Section IV of the PARF.	None	3 minutes	Computer Maintenance Technologist II/ Information Technology Officer I
2. Receive the FortiToken code via email.	2.1. Notify the requestor to download and install the FortiToken Mobile application to the user's mobile phone (Apple/Android) and inform the requestor to use the VPN credentials and Fortitoken code to access the system.	None	3 minutes	Computer Maintenance Technologist II/ Information Technology Officer I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	46 minutes	

5. Provision of Technical Support to Field Offices for Machine and Biometric Device Onboarding / Remapping

The registration machine and biometric devices onboarding and/or remapping process is the process of linking the machine ID, biometric device IDs, and registration center code to a specific PhilSys Registration Center.

The authorized personnel of the PhilSys Registry Office is responsible for completing the official onboarding templates. These templates include the serial number, public key, signing public key, device IDs, MOSIP Device Specifications (MDS), and specific registration center code. Once the onboarding process is complete, the registration machines and biometric devices can be used for Step 2 Registration.

Office or Division:	Infrastructure and Systems Management Division		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	PSA Field Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Accomplished Data Gathering Template (Excel File)		Infrastructure and Systems Management Division	
For Machine		https://bit.ly/PhilSys_OnboardingTemplates	
1. Column A - reg_code			
2. Column B - Machine Name			
3. Column C - Machine Serial			
4. Column D - Public Key			
5. Column E - Key Index			
6. Column F - SigningPublic Key			
7. Column G - SigningKeyIndex			
For Biometric Device			
1. Column A - reg_code			
2. Column B - Device Type			
3. Column C - Device Serial			
4. Column D - MDS ID from Postman and JSON Web Tokens			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished data gathering template through PhilSys IT Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I/II
None	1.2. Review the data provided. Note: Return the request to the Field ISA I if the data is incorrect.	None	5 minutes	Computer Maintenance Technologist I/II
None	1.3. Onboard/ remap the machine and biometric devices.	None	5 minutes	Computer Maintenance Technologist I/II
None	1.4. Inform the Field ISA I that the onboarding/ remapping process is successful.	None	5 minutes	Computer Maintenance Technologist I/II
2. Test the machine and biometric devices for its functionalities and provide feedback to ISMD.	2.1. Close the Job (Matrix) Ticket.	None	20 minutes	Computer Maintenance Technologist I/II
TOTAL:		None	40 minutes	

6. Provision of Technical Support to Field Offices for Registration Client User Onboarding

User Onboarding enables the onboarding of the Registration Center Supervisors (RCSs) and Registration Kit Operators (RKO) to the Registration Client System. It allows them to

log in and be authenticated using their own biometrics. To onboard the users, Field Offices are required to submit the list of their official users (RCSs and RKO).

Office or Division:	Infrastructure and Systems Management Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PSA Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
User Onboarding Template	https://cloud.philsys.gov.ph/index.php/apps/files/?dir=/2022%20ISMD/3.%20Information%20Systems%20Development%20and%20Management%20Unit/User%20Onboarding&fileid=3885462
<p>Accomplished PhilSys Account Request Form (PARF) with the following information:</p> <p>I. Type of Request</p> <ul style="list-style-type: none"> New Account <p>II. Account Holder Information</p> <ul style="list-style-type: none"> Last Name First Name Middle Name Suffix Designation Province/Region Office/Company Unit/Division/Service Employee ID No. Contact No. Email Address Employment Status: <ul style="list-style-type: none"> 1. COSW 2. Regular 3. External/Non-PSA <p>III. Selection of Required Access</p> <ul style="list-style-type: none"> Registration Client <p>Matrix User Onboarding template with the following details:</p> <ol style="list-style-type: none"> REGCLIENT_USERS_BIOLOGIN_TEMPLATE (Excel Format) <ol style="list-style-type: none"> Column A – Registration ID or Registration Code Column E – Email Address of the registered RCS/RKO Column F – RID of the registered RCS/RKO Column G – First Name Column H – Last Name 	<p>Infrastructure and Systems Management Division (https://matrix.philsys.gov.ph)</p>

f. Column I – Roles (choose from the drop-down list)	
2. Accomplished ePARF	https://bit.ly/ISMD-ePARF

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out ePARF (Google Form) and upload the signed PARF.	1.1. Monitor responses in the Google Form link.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Print the PARF.	None	1 minute	Computer Maintenance Technologist I
None	1.3. Check the completeness and assess the accuracy of the information in the PARF. Note: If the information is incorrect and/or incomplete, return the PARF to the requestor for correction/ completion.	None	2 minutes	Information Systems Analyst II/ Computer Maintenance Technologist II
None	1.4. Endorse the PARF to the Division Chief.	None	1 minute	Administrative Assistant
None	1.5. Approve/ disapprove the received PARF and return the form to the Administrative Assistant for dissemination. Note: If the request is disapproved, return the form to the requestor via email.	None	4 minutes	Information Technology Officer II/III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6. Distribute the approved PARF to designated personnel for appropriate action.	None	1 minute	Administrative Assistant
None	1.7. Validate if the requestor has PSN.	None	1 minute	Information Systems Analyst I/ Computer Maintenance Technologist II
None	1.8. Proceed to User onboarding.	None	5 minutes	Information Systems Analyst I/ Computer Maintenance Technologist II
None	1.9. Update the filed ticket in https://matrix.philsys.gov.ph/projects/user-onboarding/issues of the Matrix System.	None	2 minutes	Information Systems Analyst I/ Computer Maintenance Technologist II
2. Receive the credentials through PhilSys Cloud.	2.1. Send the credentials through PhilSys Cloud.	None	1 minute	Information Systems Analyst I/ Computer Maintenance Technologist II
3. Login using the credentials and fill out the Acknowledgment Form from the matrix.philsys.gov.ph confirming that the credentials provided are working.	3.1. Receive the Acknowledgment Form and close the Job Ticket.	None	7 minutes	Information Systems Analyst I/ Computer Maintenance Technologist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	30 minutes	

7. Provision of Technical Support to Field Offices for Registration ID Checking and Investigation

This process is limited to addressing issues related to Registration ID errors encountered by PhilSys Operations - Information Systems Analysts when uploading packets on the Registration Client.

Office or Division:	Infrastructure and Systems Management Division		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	PSA Field Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Failed_RIDs_For_Investigation_PCO_Temple.xlsx		https://matrix.philsys.gov.ph	
Matrix ticket filed with the following details: <ol style="list-style-type: none"> Template Name Tracker RID Checking Issue Title: Province Name –RID Checking – (Date Filed [DD MMM YYYY]) Issue Body <Explain the RIDs intended for checking> 		PhilSys IT Support Ticketing (https://matrix.philsys.gov.ph)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File ticket request through PhilSys IT Support Ticketing webpage.	1.1. Acknowledge the request and validate the data based on the prescribed format.	None	5 minutes	Information Systems Analyst I/ Computer Maintenance Technologist I
None	1.2. Process the request.	None	1 minute Note: Processing time may vary depending on the number of	Information Systems Analyst I/ Computer Maintenance Technologist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Registration IDs (RIDs) 1 RID=1 minute	
None	1.3. Fill out the result in the provided template.	None	2 minutes	Information Systems Analyst I/ Computer Maintenance Technologist I
2. Receive the result.	2.1. Send the result to the requesting Provincial Statistical Office.		1 minute	Information Systems Analyst I/ Computer Maintenance Technologist I
TOTAL:		None	9 minutes	

8. Provision of Technical Support to Field Offices – Various Concerns of PhilSys Registration

The provision of Technical Support to Field Offices for PhilSys Registration outlines the commitments of the PhilSys Registry Office to provide reliable and efficient technical support to all field offices involved in the PhilSys registration process.

The standard for timely resolution of technical issues, availability of necessary resources, and effective communication with field offices are needed to ensure smooth and successful implementation of PhilSys registration. The agency is committed to provide the highest level of service to support the completion of accurate and secure registration of all Citizen in the Philippines especially for the following:

- a. Online Step 1 Registration
- b. Step 2 Registration
- c. ePhilID implementation

Office or Division:	Infrastructure and Systems Management Division		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	PSA Field Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> PhilSys IT Support Ticketing for complex issue Registration Kit Support Group Chat for Minor Issue 		PhilSys IT Support Ticketing (https://matrix.philsys.gov.ph)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report technical issue(s) based on its specification: a. Minor Issue - Viber Group b. Complex Issue - Matrix System	1.1. Receive the report, troubleshoot, and provide a technical solution.	None	15 minutes Note: Varies depending on issue(s) specification if minor or complex issues	Computer Maintenance Technologist I/II / Information Systems Analyst II
2. Provide feedback and/or comments.	2.1. Close ticket resolution upon of issue(s).	None	5 minutes	Computer Maintenance Technologist I/II / Information Systems Analyst II
TOTAL:		None	20 minutes	

9. Preparation of Registration Kits for the Institutional Based and Overseas PhilSys Registration

As the Philippine Statistics Authority proceeds with the Philippine Identification System (PhilSys) registration of more Filipinos at all designated sites in the country, the agency conducts institutional registrations in coordination with government agencies and organizations and has also begun registering Overseas Filipinos through the PhilSys Registry Office.

To ensure the smooth implementation of the registration process, the Infrastructure and Systems Management Division (ISMD) provides technical support to PhilSys Registration by registering individuals from these institutions. The ISMD uses the registration kit and peripherals (acting as Registration Kit Operator) and provides onsite support in case technical problems arise.

Office or Division:	Infrastructure and Systems Management Division	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Registration Management Division	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Information regarding the request for technical support including the:		Registration Management Division

<ul style="list-style-type: none"> • Number of staff needed • Date and Venue of registration • Required number of registration kits • Other Requirements (e.g., Special Order) 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide details related to the target institutional-based and/or overseas venue of PhilSys Registration.	1.1. Acknowledge receipt of the request and provide assigned personnel.	None	20 minutes	Information Technology Officer I/II/III
None	1.2. Test the items to be used in registration (i.e., Registration Kit, Biometric Devices, peripheral devices).	None	2 hours	Computer Maintenance Technologists I/II / Information Systems Analysts I/II
2. Receive the tested items to be used in registration (i.e., Registration Kit, Biometric Devices, peripheral devices).	2.1. Provide the tested items to be used in registration (i.e., Registration Kit, Biometric Devices, peripheral devices) to the RMD.	None	15 minutes	Computer Maintenance Technologists I/II / Information Systems Analysts I/II
TOTAL:		None	2 hours and 35 minutes	

10. Provision of Technical Support (ICT Issues) to PhilSys Registry Office in Centris 5

The Infrastructure and Systems Management Division provides technical support to PhilSys personnel at ETON Centris Cyberpod 5 Building who are having technical problems, including network issues, hardware and software issues.

Office or Division:	Infrastructure and Systems Management Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSys Registry Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PhilSys IT Support Ticketing with the following details: a. Template Name: PRO ICT Tech Support b. Tracker PRO ICT Tech Support c. Issue Title:<Category>_<Concern> d. Issue Body: [Unit/Division and Name of Requestor]	Infrastructure and Systems Management Division (https://matrix.philsys.gov.ph)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File ticket request through PhilSys IT Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Provide appropriate action.		30 minutes Note: Troubleshooting time may vary depending on the issue.	Computer Maintenance Technologist I
2. Test the component, acknowledge, and send feedback to the task provided.	2.1. Close the Job Ticket.	None	10 minutes	Computer Maintenance Technologist I
TOTAL:		None	45 minutes	

11. Provision of Technical Support (RFID Card for Door Access Control System) to PhilSys Registry Office in Centris 5

The PhilSys Registry Office implements a door access control system to prevent unauthorized access. The 11th and 12th floors of ETON Centris Cyberpod 5 Building

are equipped with magnetic doors that are opened by RFID cards issued to authorized PRO staff.

Office or Division:	Infrastructure and Systems Management Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSys Registry Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PhilSys IT Support Ticketing with the following details a. Name: b. Employee Number: c. Designation: d. Service/Division: e. Employment Status	Infrastructure and Systems Management Division (https://matrix.philsys.gov.ph/)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request and provide all the necessary details through PhilSys IT Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Enroll Radio Frequency Identification (RFID) card in the door access control system.	None	3 minutes	Computer Maintenance Technologist II
None	1.3. Input the user details and add the card reader for access to provide authentication.	None	3 minutes	Computer Maintenance Technologist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Test the RFID card for access to the card reader	None	3 minutes	Computer Maintenance Technologist II
None	1.5. Print the sticker for the RFID card with the full information of the employee.	None	3 minutes	Computer Maintenance Technologist II
None	1.6. Prepare and forward the signed transmittal slip for the RFID card.	None	5 minutes	Information Systems Analyst II
2. Sign the acknowledgment receipt of the transmittal slip.	2.1. Assist the end user in testing the RFID card.	None	2 minutes	Computer Maintenance Technologist II
3. Test the RFID card for access to the card reader.	3.1. Close the job ticket.	None	3 minutes	Computer Maintenance Technologist II
TOTAL:		None	27 minutes	

INFORMATION AND CYBERSECURITY DIVISION

Internal Services

1. Conduct of Vulnerability Assessment and Penetration Testing (VAPT) on New and Existing PRO Systems

The Vulnerability Assessment and Penetration Testing (VAPT) is a security service that focuses on identifying vulnerabilities in the network, server, and system infrastructure. A Vulnerability Assessment (VA) examines, discovers, and discloses known vulnerabilities first. It generates a report that details the vulnerability's categorization and priority. On the other hand, Penetration Testing (PT) seeks to exploit vulnerabilities to identify the level of entrance. PT assesses the level of defense.

The goal of the VAPT is to identify, prioritize and recommend remediation for vulnerabilities and threats that can be exploited to gain unauthorized access or cause harm. This process involves both automated and manual techniques, including vulnerability scanning,

penetration testing, and source code reviews. Its purpose is to provide organizations with actionable recommendations to improve their security posture and reduce the risk of cyber-attacks.

Office or Division:	Information and Cybersecurity Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	PRO Assets and System Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. VAPT Request Form 2. PT Waiver Form	VAPT Drive under Google Workspace wherein only VAPT Members have the access to the VAPT Drive.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request for VAPT of systems.	1.1. Acknowledge the request and provide the VAPT Request Form and/or the PT Waiver Form.	None	30 minutes	Information Systems Analyst II Security Testing Unit
2. Accomplish the VAPT Request Form and PT Waiver Form.	2.1. Review the accomplished VAPT Request Form and/or PT Waiver Form and interview the System owner.	None	4 hours	Information Systems Analyst I/II Security Testing Unit
None	2.2. Prepare and develop the VAPT Master Plan.	None	1 day	Information Systems Analyst II Security Testing Unit
None	2.3. Conduct VA.	None	4 hours	Information Systems Analyst I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Security Testing Unit
None	2.4. Create and analyze VA Report.	None	4 hours	Information Systems Analyst II Security Testing Unit
None	2.5. Conduct PT.	None	1 day	Information Systems Analyst I/II Security Testing Unit
None	2.6. Create and Analyze PT Report.	None	4 hours	Information Systems Analyst I/II Security Testing Unit
None	2.7. Compile and create VAPT Initial Report.	None	4 hours	Information Systems Analyst II/I Security Testing Unit
None	2.8. Send to ISA III, ITO II, and ITO III the VAPT Report for approval.	None	30 minutes	Information Systems Analyst II Security Testing Unit
None	2.9. Approve the VAPT Report.	None	3 hours	Information Systems Analyst III/ Information Technology Officer II /III
3. Receive the Initial VAPT Report with recommendation/s for remediation.	3.1. Email Initial VAPT Report with recommendation/s for remediation to System Owner.	None	1 hour	Information Systems Analyst II Security Testing Unit
4. Perform remediation in the system/s and provide	4.1. Acknowledge receipt of	None	1 hour	Information Systems Analyst II Security Testing Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
remediation reports.	remediation reports.			
None	4.2. Conduct VAPT on the remediated system/s.	None	1 day and 4 hours	Information Systems Analyst II/I Security Testing Unit
None	4.3. Create, analyze, and compile VAPT reports.	None	1 day	Information Systems Analyst II/I Security Testing Unit
5. Receive the Initial VAPT Report with recommendation/s for remediation	5.1. Email the Initial VAPT Report with recommendation/s for remediation to System Owner.	None	1 hour	Information Systems Analyst II Security Testing Unit
None	4.6. Create the VAPT Final Report. Note: If the System Owner did not accept the risks, the Client will repeat Client Step 4.	None	4 hours	Information Systems Analyst II/I Security Testing Unit
TOTAL:		None	8 days and 3 hours	

2. Monitoring and Responding to Security Events or Incidents

Security monitoring in Information and Cybersecurity Division mainly focuses on ensuring that information gathered and collected from the Security Operations Center and other reporting parties are identified and evaluated for relevancy, documented, and escalated. As the Security Monitoring Unit identifies and evaluates information gathered for relevance, security events are

documented and escalated as needed. This whole process is summed up into four major stages: Detection, Collection, Assessment and Decision, and lastly, Reporting and Escalation.

Incident response is a term used to describe the process by which an organization handles a data breach or cyberattack, including the way the organization attempts to manage the consequences of the attack or breach (the “incident”). Ultimately, the goal is to effectively manage the incident so that the damage is limited and both recovery time and costs, as well as collateral damage such as brand reputation, are kept at a minimum. This process covers the procedure of the Incident Response Unit’s response to reported violations of Republic Act No. 10173, known as the “Data Privacy Act of 2012” and other pertinent laws and standards about information security, incident response, and cybersecurity.

Office or Division:	Information and Cybersecurity Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	PRO Assets and System Owners/ PRO Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Security Event Report Form	Security Event Monitoring Matrix

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and send the Security Event Report Form (SERF).	1.1. Acknowledge the accomplished SERF.	None	30 minutes	PRO-SOC Focal Persons of each division Information Systems Analyst III Security Monitoring Unit
None	1.2. Acknowledge the Security Event Monitoring Matrix (SEMM) ticket created by the submitted SERF.	None	15 minutes	Information Systems Analyst III Security Monitoring Unit
None	1.3. Conduct Event Validation, Evaluation, and Confirmation (VEC) process.	None	1 day	Information Systems Analyst III Security Monitoring Unit Information Systems Analyst II/I Security Monitoring Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Prepare and submit Security Monitoring Unit Initial Assessment Form (SIAF) for approval	None	1 day	Information Systems Analyst II/I Security Monitoring Unit
None	1.5. Review and provide a decision based on the submitted SIAF Note: Revise as needed.	None	3 hours	Information Technology Officer III/II Information Systems Analyst III
None	1.6. Provide the status of the event through the SEMM. Note: If the event is not considered as a security threat, inform the client. If the event is considered as a security threat, proceed to the next step. Otherwise, end of the process.	None	30 minutes Note: Total time from receiving the SERF to responding to the Client should be within 24 hours.	Information Systems Analyst II/I Security Monitoring Unit
None	1.7. Receive the call/email and check SEMM.	None	15 minutes	Information System Analyst III Incident Response Unit
None	1.8. Verify and generate the initial report in SEMM.	None	15 minutes	Information System Analyst II/I Incident Response Unit
None	1.9. Prepare the Incident Initial Assessment Form (IIAF).	None	4 hours	Information Technology Officer III/II First Respond Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Information System Analyst III/II/I Incident Response Unit
2. Provide information regarding the incident.	2.1. Interview the incident reporter (client).	None	1 hour	Information System Analyst II/II/I Incident Response Unit
None	2.2. Respond to the security incident mentioned in the initial assessment report.	None	30 minutes Note: If within PRO Premises	Information System Analyst II/II/I Incident Response Unit
None	2.3. Isolate the affected/compromised machines and secure the area.	None	30 minutes	Information System Analyst I Incident Response Unit
None	2.4. Investigate and perform forensic analysis.	None	1 day Note: Depending on the severity of the incident)	Information System Analyst III/II/I Incident Response Unit
None	2.5. Provide instructions and precautionary measures to the incident reporter (client).	None	1 hour	Information System Analyst III/II Incident Response Unit
None	2.6. Acquire evidence such as data, memory, etc.	None	2 days Note: Depending on the severity of the incident	Information System Analyst II/I Incident Response Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.7. Assess the collected evidence.	None	1 day Note: Depending on the severity of the incident	Information System Analyst III/II/I Incident Response Unit
None	2.8. Create and submit a complete incident final assessment report.	None	4 hours	Information System Analyst III/II/I Incident Response Unit
None	2.9. Escalate to ISMD with recommendation/s.	None	15 minutes	Information Technology Officer III/II Data Breach Response Team Information System Analyst III/II/I Incident Response Unit
None	2.10. Assist with ISMD during response action until resolved.	None	6 days Note: Depending on the severity of the incident	ISMD Personnel Information System Analyst III/II/I Incident Response Unit
None	2.11. Prepare a complete detailed documentation of the incident.	None	1 hour	Information System Analyst III/II/I Incident Response Unit
None	2.12. Review and signature of the documentation of the incident by the ICD Division Chief and SISS Assistant National Statistician.	None	1 day Note: Depending on the time of the concerned personnel	Information System Analyst III Incident Response Unit ICD Division Chief Assistant Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				SISS Assistant National Statistician
None	2.13. Submit the signed documentation of the incident to SMU will close the ticket.	None	15 minutes	Information System Analyst II/ I Incident Response Unit Information System Analyst II/I SMU Unit
3. Attend a cybersecurity awareness seminar.	3.1. Review the incident response documented procedures in coordination with personnel/s involved and take preventive steps so the intrusion cannot happen.	None	1 day	DBRT Information System Analyst III/II/I Incident Response Unit Reporter/ involved personnel
TOTAL:		None	16 days and 15 minutes	

FRAUD MANAGEMENT DIVISION

External Services

1. Investigation of Fraud Incident Reports Received via Email

This process involves the receipt and documentation of the accomplished Incident Report Form (FMD Form 01-2021-V2) from the PhilSys Incident Officers of all PSA Divisions in the Central Office, Regional Statistical Services Office, Provincial Statistical Office, and PhilSys Registration Centers via email. Subsequently, this may lead in the conduct of investigation on the alleged identity-related fraud or violation of Republic Act No. 11055, including unlawful use of authentication services, fraudulent registrations, and identity duplication and/or disputes.

Office or Division:	Fraud Management Division
Classification:	Highly Technical

Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Original copy of the accomplished Incident Report Form (IRF). 2. Evidence of the incident or violation, such as but not limited to: <ol style="list-style-type: none"> A. Photos (1 original copy each)* B. Screenshots of email, text, chat communication, websites, webpages, online screens (1 printed copy each)* C. Transaction Slips (1 original/photocopy each)* D. Technical or IT Reports (1 original copy each)* <p>*Hard copies thereof shall be subsequently submitted to FMD.</p>		<p>PhilSys Incident Officer</p> <p>Complainant/informant/reporting person</p> <p>Feedback and Grievance Division</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report a PhilSys-related and fraud-related incidents, and violations of Republic Act No. 11055 via email, text, messenger, call, or verbal message to the PhilSys Incident Officer of any PSA Divisions, Regional Statistical Services Office, Provincial Statistical Office, and PhilSys	1.1. Send an acknowledgment upon receipt to the sender via email/physical letter to the complainant or informant or reporting person.	None	30 minutes	PhilSys Incident Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration Centers.				
None	1.2. Check if all required information and evidence provided by the complainant or informant or reporting person are complete.	None	1 hour	PhilSys Incident Officer
None	1.3. Fill out the IRF with the information provided by the complainant or informant or reporting person, sign in the appropriate field and submit to (DC/ANS/CS S/RD.	None	1 day	PhilSys Incident Officer
None	1.4. Review and note the IRF.	None	1 day	<p>Division Chief or Assistant National Statistician For PSA Divisions in the Central Office</p> <p>Regional Director For Regional Statistical Services Office</p> <p>Chief Statistical Specialist For Provincial Statistical Office and PhilSys</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Registration Centers
None	<p>1.5. Submit the accomplished IRF to Fraud Management Division or Registration Management Division via the following email addresses:</p> <p>Fraud Management Division fmd.staff@psa.gov.ph</p> <p>Registration Management Division rmd.staff@psa.gov.ph</p>	None	10 minutes	PhilSys Incident Officer
None	<p>1.6. Receive the IRF, encode in FAD Tracker and send an acknowledgment email to the sender PIO.</p>	None	20 minutes	Registration Officers I and II Fraud Alert Desk
None	<p>1.7. Print a hard copy of the form and its annexes, use a CONFIDENTIAL cover page, attach the FMD Form 06-2021 (Case Handling Sheet), and place it in a folder. Save a soft copy of the form and its annexes in</p>	None	30 minutes	Registration Officers I and II Fraud Alert Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the appropriate FMD drive.			
None	1.8. Review the completeness of information in the IRF and its attachments, if any.	None	30 minutes	Registration Officers I and II Fraud Alert Desk
None	1.9. Assign an Incident Number of the Incident Report, fill out the required fields in the "FOR RECEIVING DIVISION'S USE" box, and sign the form accordingly.	None	15 minutes	Registration Officers I and II Fraud Alert Desk
None	1.10. Evaluate the IRF to check if the provided information is substantial* to recommend the conduct of an investigation. *There is substantial information when the facts or details of the incident are adequate or sufficient to form and support a reasonable and appropriate recommendation upon which the subsequent action of	None	1 hour	Registration Officers I and II (Evaluator) Fraud Alert Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the FMD shall be based or justified, are specified in the report.			
None	1.11. Fill out the Report Evaluation Sheet (RES), provide recommendations based on the evaluation and submit the RES to the FAD Supervisor for review.	None	30 minutes	Registration Officers I and II (Evaluator) Fraud Alert Desk
None	1.12. Review the RES, fill-out and sign the form, and submit the RES to the Division Chief for approval.	None	1 hour	Registration Officer III (Supervisor) Fraud Alert Desk
None	1.13. Review the case and decide whether to approve or disapprove the recommendation of the FAD. 1.14. Sign the RES and return the case file to the FAD.	None	2 days	Registration Officers IV / V (Division Chief / Officer-in-charge)
2. Receive the feedback / case status update from the FAD via email.	2.1. Receive the case file, track the information in the FAD tracker, and provide feedback to	None	1 hour	Registration Officer I Fraud Alert Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the origin of the report regarding its status via email.			
None	<p>If approved for closure:</p> <p>2.2. Submit the case file to the FMD Administrative Assistant for appropriate filing. Proceed to the last step.</p> <p>If "Others":</p> <p>2.3. Take steps as specified in the form. Proceed to last step.</p> <p>If approved for investigation:</p> <p>2.4. Assignment of case for investigation to the investigators (Fraud Detection and Investigation Team or FDIT), through raffle.</p>	None	15 minutes	Registration Officers I and II (Evaluator) Fraud Alert Desk
None	2.5. Route the hard copy of the IRF and RES and its attachments to the FDIT. Forward the soft copies of	None	30 minutes	Registration Officers I and II (Evaluator) Fraud Alert Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the same to the FDIT via email. Proceed to the next steps.			
None	2.6. Acknowledge receipt and review the IRF, RES, and their attachments.	None	2 hours	Registration Officer I Fraud Detection and Investigation Team
None	2.7. Prepare the initial Investigation Work Plan (IWP).	None	4 hours	Registration Officers I and II Fraud Detection and Investigation Team
None	2.8. Set schedule to conduct Pre-Investigation Conference and send email invitations to the concerned personnel.	None	15 minutes	Registration Officers I and II Fraud Detection and Investigation Team
None	2.9. Conduct the Pre-Investigation Conference.	None	4 hours	Registration Officers I, II, III, IV and V Fraud Detection and Investigation Team
None	2.10. Finalize the IWP and submit the case file to the Division Chief for notation.	None	2 hours	Registration Officer II Fraud Detection and Investigation Team
None	2.11. Review and sign the IWP. Return the case file to	None	2 hours	Registration Officer V (Division Chief)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the FDIT for the conduct of investigation.			
None	2.12. Prepare all documentary requirements for the official travel and forward to the appropriate divisions/offices for approval/signature if appropriate.	None	2 hours	Registration Officer I Fraud Detection and Investigation Team
None	2.13. Conduct the investigation proper.	None	5 days	Registration Officers I, II and III Fraud Detection and Investigation Team
None	2.14. Prepare the initial draft of the Investigation Report Form.	None	3 days	Registration Officers I and II Fraud Detection and Investigation Team
None	2.15. Set a schedule to conduct Post-Investigation Conference and send email invitations to the concerned personnel.	None	15 minutes	Registration Officer I Fraud Detection and Investigation Team
None	2.16. Conduct the Post-Investigation Conference.	None	4 hours	Registration Officers I, II, III, IV and V Fraud Detection and Investigation Team
None	2.17. Revise and finalize the Investigation Report Form	None	3 days	Registration Officer II Fraud Detection and Investigation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and complete all its annexes or supporting documents. Include in the form the FDIT's recommendation whether or not to file a case for violation of R.A. No. 11055.			Team
None	2.18. Print a hard copy of the form and its annexes for submission and sign the document. Save a soft copy of the form and its annexes in the appropriate FMD drive.	None	1 hour	Registration Officer I Fraud Detection and Investigation Team
None	2.19. Submit the Investigation Report Form and its annexes to the Division Chief for approval.	None	15 minutes	Registration Officer I Fraud Detection and Investigation Team
None	2.20. Review the Investigation Report Form, its annexes, and FDIT's recommendation/s. 2.21. Approve or disapprove the report and recommendat	None	2 hours	Registration Officer V (Division Chief) or Officer-in-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ions accordingly. 2.22. Return to FDIT for appropriate action.			
3. Receive a case status update from the FDIT via email.	3.1. Send a case status update to the origin via email. Track the progress of the case in the FDIT tracker.	None	30 minutes	Registration Officers I and II Fraud Detection and Investigation Team
None	3.2. Prepare the Recommendation Letter/s (FMD Form 10) addressed to appropriate Subject Matter Divisions and/or Legal Division. 3.3. Forward the letter to the Division Chief for review and signature.	None	2 hours	Registration Officer I and II Fraud Detection and Investigation Team
None	3.4. Review and sign the Recommendation Letter/s and return them to the FDIT.	None	1 day	Registration Officer V (Division Chief) or Officer-in-Charge
None	3.5. Scan all relevant documents and save the copy in the FMD Drive.	None	30 minutes	Registration Officer I Fraud Detection and Investigation Team
None	3.6. Forward the signed letter/s	None	15 minutes	Registration Officers I and II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>to the Administrative Assistant for routing to appropriate Subject Matter Divisions.</p> <p>3.7. Provide a copy of the Recommendation Letter/s to the Post-Investigation Monitoring Unit for tracking and monitoring.</p> <p>If recommended for case filing:</p> <p>3.8. Produce a photocopy of the case file to be included in the recommendation letter for routing to the Legal Division.</p> <p>If not recommended for case filing:</p> <p>3.9. Proceed to the next step.</p>			Fraud Detection and Investigation Team
None	<p>3.10. Route the recommendation letter to the appropriate Subject Matter Divisions. Include the copy of the case file if for routing to the Legal Division.</p>	None	1 hour	Administrative Assistant (Registration Officers I and II)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.11. Track and monitor the recommendations forwarded to the appropriate Subject Matter Divisions and/or Legal Division.	None	30 minutes	Registration Officers I and II Post-Investigation Monitoring Unit
None	3.12. Store the case folder in the locked steel cabinet.	None	15 minutes	Administrative Assistant
TOTAL (If the case is not approved for investigation):		None	4 days, 7 hours, and 23 minutes	
TOTAL (If the investigation is completed):		None	20 days, 4 hours, and 25 minutes	

2. Investigation of Fraud Incident Reports Received via Physical Letter

This process involves the receipt and documentation of the accomplished Incident Report Form (FMD Form 01-2021-V2) from the PhilSys Incident Officers of all PSA Divisions in the Central Office, Regional Statistical Services Office, Provincial Statistical Office, and PhilSys Registration Centers via physical letter. Subsequently, this may lead to the conduct of investigation on the alleged identity-related fraud or violation of Republic Act No. 11055, including the unlawful use of authentication services, fraudulent registrations, and identity duplication and/or disputes.

Office or Division:	Fraud Management Division		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Incident Report Form (one (1) original signed copy)		PhilSys Incident Officer	
2. Evidence of the incident or violation, such as but not limited to:		Complainant/informant/reporting person	

<p>A. Photos (one (1) original copy each)* B. Screenshots of email, text, chat communication, websites, webpages, online screens (one (1) printed copy each)* C. Transaction Slips (one (1) photocopy each)* D. Technical or IT Reports (one (1) original copy each)*</p> <p>*Hard copies thereof shall be subsequently submitted to FMD.</p>	Feedback and Grievance Division
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report a PhilSys-related and fraud-related incidents, and violations of Republic Act No. 11055 via email, text, messenger, call, or verbal message to the PIO of any PSA Divisions, Regional Statistical Services Office, Provincial Statistical Office, and PhilSys Registration Centers.	1.1. Send an acknowledgment upon receipt to the sender via email/physical letter to the complainant or informant or reporting person.	None	30 minutes	PhilSys Incident Officer
None	1.2. Check if all required information and evidence provided by the complainant or informant or reporting person are complete.	None	1 hour	PhilSys Incident Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Fill out the Incident Report Form (IRF) with the information provided by the complainant or informant or reporting person, sign in the appropriate field and submit to (DC/ANS/CSS/RD).	None	1 day	PhilSys Incident Officer
None	1.4. Review and note the IRF.	None	1 day	Division Chief or Assistant National Statistician For PSA Divisions in the Central Office Regional Director For Regional Statistical Services Office Chief Statistical Specialist For Provincial Statistical Office, and PhilSys Registration Centers
None	1.5. Submit the accomplished IRF to Fraud Management Division or Registration Management Division via the following email addresses: Fraud Management Division fmd.staff@psa.gov.ph	None	10 minutes	PhilSys Incident Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Registration Management Division rmd.staff@psa.gov.ph			
None	1.6. Receive the IRF and sign the acknowledgment / receiving copy.	None	2 minutes	Administrative Assistant
None	1.7. Route the IRF to the Fraud Alert Desk for processing.	None	5 minutes	Administrative Assistant
None	1.8. Receive the documents from Administrative Assistant, and review the completeness of information in the IRF and its attachments, if any.	None	30 minutes	Registration Officer I, II Fraud Alert Desk
None	1.9. Assign an Incident Number to the Incident Report, fill out the required fields in the "FOR RECEIVING DIVISION'S USE" box, and sign the form accordingly.	None	15 minutes	Registration Officer I, II Fraud Alert Desk
None	1.10. Scan the files and save the soft copy of the form and its annexes in the appropriate FMD drive.	None	15 minutes	Registration Officer I Fraud Alert Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1.11. Evaluate the IRF to check if the provided information is substantial* to recommend the conduct of an investigation.</p> <p>*There is substantial information when the facts or details of the incident are adequate or sufficient to form and support a reasonable and appropriate recommendation upon which the subsequent action of the FMD shall be based or justified, are specified in the report.</p>	None	1 hour	Registration Officer I, II (Evaluator) Fraud Alert Desk
None	1.12. Review the Report Evaluation Sheet (RES), fill-out and sign the form, and submit the RES to the Division Chief for approval.	None	1 hour	Registration Officer III (Supervisor) Fraud Alert Desk
None	<p>1.13. Review the case and decide whether to approve or disapprove the recommendation of the FAD.</p> <p>1.14. Sign the RES and return the case file to the FAD.</p>	None	2 days	Registration Officer IV / V (Division Chief) or Officer-in-charge
2. Receive the feedback / case status	2.1. Receive the case file, track the	None	1 hour	Registration Officers I and II Fraud Alert Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
update from the FAD via email.	information in the FAD tracker, and provide feedback to the origin regarding the status of the case via email.			
None	<p>If approved for closure:</p> <p>2.2. Submit the case file to the FMD Administrative Assistant for appropriate filing. Proceed to the last step.</p> <p>If "Others":</p> <p>2.3. Take steps as specified in the form. Proceed to the last step.</p> <p>If approved for investigation:</p> <p>2.4. Raffle the case to the investigators who will be assigned to the case, the Fraud Detection and Investigation Team (FDIT).</p>	None	15 minutes	Registration Officer I (Evaluator) Fraud Alert Desk
None	2.5. Route the hard copy of the IRF and RES and its attachments to the FDIT. Forward the soft copies of the same to	None	30 minutes	Registration Officers I and II (Evaluator) Fraud Alert Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the FDIT via email. Proceed to the next steps.			
None	2.6. Acknowledge receipt and review the IRF, RES, and their attachments.	None	2 hours	Registration Officer I Fraud Detection and Investigation Team
None	2.7. Prepare the initial Investigation Work Plan (IWP).	None	4 hours	Registration Officer I, II Fraud Detection and Investigation Team
None	2.8. Set schedule to conduct Pre-Investigation Conference. Send email invitation to the concerned personnel.	None	15 minutes	Registration Officer I Fraud Detection and Investigation Team
None	2.9. Conduct the Pre-Investigation Conference.	None	4 hours	Registration Officers I, II, III, IV and V Fraud Detection and Investigation Team
None	2.10. Finalize the Investigation Work Plan (IWP) and submit the case file to the Division Chief for notation.	None	2 hours	Registration Officer II Fraud Detection and Investigation Team
None	2.11. Review and sign the IWP. Return the case file to the FDIT for the	None	2 hours	Registration Officer V (Division Chief)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	conduct of investigation.			
None	2.12. Prepare all documentary requirements for the official travel. Forward to appropriate divisions/offices for approval/signature if appropriate.	None	2 hours	Registration Officer I Fraud Detection and Investigation Team
None	2.13. Conduct the investigation proper.	None	5 days	Registration Officer I, II, III Fraud Detection and Investigation Team
None	2.14. Prepare the initial draft of the Investigation Report Form.	None	3 days	Registration Officer I, II Fraud Detection and Investigation Team
None	2.15. Set a schedule to conduct Post-Investigation Conference. Send email invitations to the concerned personnel.	None	15 minutes	Registration Officer I Fraud Detection and Investigation Team
None	2.16. Conduct the Post-Investigation Conference.	None	4 hours	Registration Officer I, II, III, IV, V Fraud Detection and Investigation Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.17. Revise and finalize the Investigation Report Form and complete all its annexes or supporting documents. Include in the form the FDIT's recommendation whether or not to file a case for violation of R.A. No. 11055.	None	3 days	Registration Officer II Fraud Detection and Investigation Team
None	2.18. Print a hard copy of the form and its annexes for submission and sign the document. Save a soft copy of the form and its annexes in the appropriate FMD drive.	None	1 hour	Registration Officer I Fraud Detection and Investigation Team
None	2.19. Submit the Investigation Report Form and its annexes to the Division Chief for approval.	None	15 minutes	Registration Officer I Fraud Detection and Investigation Team
None	2.20. Review the Investigation Report Form, its annexes, and FDIT's recommendation/s. 2.21. Approve or	None	2 hours	Registration Officer V (Division Chief) or Officer-in-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	disapprove the report and recommendations accordingly. 2.22. Return to FDIT for appropriate action.			
3. Receive a case status update from the FDIT via email.	3.1. Send a case status update to the origin via email. Track the progress of the case in the FDIT tracker.	None	30 minutes	Registration Officers I and II Fraud Detection and Investigation Team
None	3.2. Prepare the Recommendation Letter/s (FMD Form 10) addressed to appropriate Subject Matter Divisions and/or Legal Division. 3.3. Forward the letter to the Division Chief for review and signature.	None	2 hours	Registration Officer I, II Fraud Detection and Investigation Team
None	3.4. Review and sign the Recommendation Letter/s and return them to the FDIT.	None	1 day	Registration Officer V (Division Chief) or Officer-in-Charge
None	3.5. Scan all relevant documents and save the copy in the FMD Drive.	None	30 minutes	Registration Officer I Fraud Detection and Investigation Team
None	3.6. Forward the signed letter/s	None	15 minutes	Registration Officer I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>to the Administrative Assistant for routing to appropriate Subject Matter Divisions.</p> <p>3.7. Provide a copy of the Recommendation Letter/s to the Post-Investigation Monitoring Unit for tracking and monitoring.</p> <p>If recommended for case filing:</p> <p>3.8. Produce a photocopy of the case file to be included in the recommendation letter for routing to the Legal Division.</p> <p>If not recommended for case filing:</p> <p>3.9. Proceed to next step.</p>			Fraud Detection and Investigation Team
None	3.10. Route the recommendation letter to the appropriate Subject Matter Divisions. Include the copy of the case file if for routing to the Legal Division.	None	1 hour	Administrative Assistant
None	3.11. Track and monitor the recommendations forwarded	None	30 minutes	Registration Officer I, II Post-Investigation Monitoring Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the appropriate Subject Matter Divisions and/or Legal Division.			
None	3.12. Store the case folder in the locked steel cabinet.	None	15 minutes	Administrative Assistant
TOTAL (If the case is not approved for investigation):		None	7 days, 7 hours, and 5 minutes	
TOTAL (If the investigation is completed):		None	23 days, 4 hours, and 5 minutes	

FEEDBACK AND GRIEVANCE DIVISION

External Services

1. Responding to Category 1 (Simple) Feedback

This service provides responses to the public with queries or complaints that are general in nature which may be received through the official PhilSys channels. Category 1 is non-contentious feedback from clients which covers clarifications and general comments and suggestions regarding the PhilSys implementation and its services.

Office or Division:	Feedback and Grievance Division		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Query, complaint, and/or feedback that are non-contentious and are general in nature		1. Email: info@philsys.gov.ph 2. Facebook page: https://facebook.com/PSAPhilSysOfficial 3. Hotline:1388	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Email and Facebook Page				
1. Send details of query, complaint, and/or feedback via email or Facebook page.	1.1. Receive query, complaint, and/or feedback and request additional details if necessary.	None	5 minutes	Public Relations Officer I
None	1.2. Reply to the client based on the approved standard responses through the channel used.	None	10 minutes	Public Relations Officer I
2. Receive a response via email or Facebook page.	2.1. Record details in the monitoring log.	None	10 minutes	Public Relations Officer I
TOTAL:		None	25 minutes	
II. Hotline				
1. Call the PhilSys hotline through 1388 and narrate details of query, complaint, and/or feedback.	1.1. Receive call and gather basic information of the client and details of the complaint.	None (But call via mobile may cost Php 6.00-8.00/min and Php 4.00-5.00/min for landline)	2 minutes	Call Center Agent
None	1.2. Reply to the client based on the approved standard responses.	None	2 minutes	Call Center Agent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Summarize the call details and generate ticket number.	None	2 minutes	Call Center Agent
2. Receive response and answer the brief customer satisfaction survey.	2.1. Request if client is willing to answer a brief customer satisfaction survey (If not willing, proceed to the next step).	None	30 seconds	Call Center Agent
None	2.2. End the call with the closing spiel.	None	30 seconds	Call Center Agent
TOTAL:		None	7 minutes	

2. Responding to Category 2 and Category 3 (Complex) Feedback

This service provides the process in which all feedback and complaints assessed as Category 2 and 3 that require action are forwarded to concerned offices for resolution. Category 2 complaints are grievances on non-compliance with PhilSys processes and protocols. Category 3 are contentious complaints on non-conformance to the PhilSys Act and other governing laws.

Office or Division:	Feedback and Grievance Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Query, complaint, and/or feedback that are identified as non-compliant to PhilSys processes and non-conforming to the program's objectives	1. Email: info@philsys.gov.ph 2. Facebook page: https://facebook.com/PSAPhilSysOfficial 3. Hotline: 1388

2. Feedback and Grievance Escalation (FGE) Form	4. PSA Field Offices 5. Other Government Complaints Desk (PCC, CCB, 8888, ARTA, etc.)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send details of the complaint through the official channels, PSA Field Offices, and other government complaints desks.	1.1. Receive complaint from the official channels, PSA Field Offices, and other government complaints desks and request additional details if necessary.	None	5 minutes	Public Relations Officer I
None	1.2. Record details in the monitoring log and accomplish the FGE Form to include details of the complaint.	None	1 hour	Public Relations Officers II and III
None	1.3. Review, approve, and endorse the filled-out FGE Form to the subject matter divisions (SMDs).	None	1 hour	Public Relations Officers III and IV, Officer-in-Charge, Assistant National Statistician
None	1.4. Provide resolution to address/act on the escalated complaint and respond to the FGE Form.	None	20 days	Subject Matter Division
2. Receive notification that the complaint has been escalated for resolution.	2.1. Send notification to the client that the complaint has been escalated for resolution.	None	5 minutes	Public Relations Officer II
	2.2. Send a follow-up email to SMDs, if necessary.	None	10 minutes	Public Relations Officer III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Receive a response from SMDs.	None	10 minutes	Public Relations Officer III
	2.4. Draft response to the client based on the reply of SMDs.	None	1 hour	Public Relations Officers II and III
	2.5. Approve and send a response to the client, copy furnished SMD.	None	1 hour	Public Relations Officers III and IV, Officer-in-Charge
3. Receive response.	3.1. Record details in the monitoring log.	None	10 minutes	Public Relations Officer I
TOTAL:		None	20 days, 4 hours, and 40 minutes	

PLANNING AND POLICY COORDINATION DIVISION

External Services

1. Approval of PhilSys Inter-Agency Committee on Legal Affairs Resolutions

The composition of the IAC includes the IAC-LA. Pursuant to PSPCC Resolution No. 14¹ dated 17 June 2020, and as supplemented by PSPCC Resolution No. 23² dated 28 January 2022, the member-agencies of the IAC-LA are the following:

1. Philippine Statistics Authority (PSA);
2. National Economic and Development Authority (NEDA);
3. Department of Information and Communications Technology (DICT);
4. National Privacy Commission (NPC);
5. Department of Finance (DOF);
6. Bangko Sentral ng Pilipinas (BSP);
7. Department of Justice (DOJ);
8. Department of Budget and Management (DBM);
9. Office of the Solicitor General (OSG);
10. Philippine Health Insurance System (PhilHealth);
11. Department of Foreign Affairs (DFA);
12. Department of Social Welfare and Development (DSWD);
13. Government Service Insurance System (GSIS);

¹ Approving the Chairmanships of the PhilSys Inter-Agency Committees:

<https://www.philsys.gov.ph/wp-content/uploads/2022/08/PSPCC-Reso-14-2020-Chairmanships-of-IACs.pdf>

² Approving the Restructuring of PhilSys Inter-Agency Committee (IAC) Subgroups and the Creation of the IAC on Privacy and Security:

https://www.philsys.gov.ph/wp-content/uploads/2022/08/PSPCC-Resolution-No.-23_signed-OSEC-09354.pdf

14. Social Security System (SSS); and
15. Philippine Postal Corporation (Post Office)

The primary responsibility of the IAC-LA is to support the analysis and development of laws, implementing rules and regulations, and related policies for the PhilSys. If specifically instructed by the PSPCC, the IAC-LA also conducts the drafting or review of resolutions to ensure that the provisions are compliant with the Republic Act (R.A.) No. 11055 and its revised Implementing Rules and Regulations (IRR), and other applicable laws, rules, and regulations. Subsequently, these resolutions shall be endorsed to the PSPCC for approval.

Consistent with the above resolutions, the PSA shall primarily perform the Secretariat functions for the IACs. The member agencies may, whenever necessary, provide its personnel to assist in the discharge of this function. Consequently, the Planning and Policy Coordination Division (PPCD) is assigned as the Secretariat for the IAC on Legal Affairs (IAC-LA). As IAC-LA Secretariat, the PPCD shall oversee and undertake the necessary communication, coordination, and cooperation with the IAC-LA member-agencies. If necessary or when directed by the IAC-LA Chairperson, the PPCD shall likewise draft resolutions and facilitate approval thereof by the IAC-LA member-agencies.

Office or Division:	Planning and Policy Coordination Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSys TWG-LA, IAC-LA Members, Other PhilSys IACs and PSPCC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsed by PhilSys TWG-LA: 1. Letter/Email message; 2. Approved PhilSys TWG-LA resolutions; and 3. Other pertinent reference documents.	PhilSys TWG-LA
Endorsed by other PhilSys IACs: 1. Letter/Email message; 2. Approved resolution from the concerned IAC; 3. Draft PSPCC resolution; and 4. Other pertinent reference documents.	Concerned PhilSys IAC
Endorsed by the PSPCC Secretariat: 1. minutes of the Meeting; 2. Letter/Email message; or 3. Other pertinent reference documents.	PSPCC Secretariat
Initiative of the IAC-LA: 1. minutes of the Meetings	IAC-LA Chair

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse/ Transmit the concern to IAC-LA secretariat.	1.1. Acknowledge receipt of the endorsement	None	15 minutes	Planning Officers III, I (IAC-LA Secretariat)
None	1.2. Endorse the concern/ matter to the IAC-LA Chair for further evaluation and guidance.	None	15 minutes	Planning Officer III (IAC-LA Secretariat)
None	<p>1.3. Identify the need for IAC-LA resolution.</p> <p>Note: Whenever necessary, the IAC-LA shall convene to discuss the matter. The IAC-LA may likewise require the participation of the requesting party/ies to IAC-LA meeting.</p> <p>In case of a joint meeting with other IACs, the IAC-LA Secretariat shall facilitate the routing of Notice of Meeting to the IAC member-agencies.</p>	None	4 hours	<p>Planning Officers V, III, II, I (IAC-LA Secretariat)</p> <p>IAC-LA Chair and members</p>
None	<p>1.4. Prepare the initial draft of the IAC-LA resolution.</p> <p>1.5. Draft the corresponding PSPCC resolution, whenever necessary. (or if requesting party failed to provide a draft resolution)</p>	None	2 days	Planning Officers V, III, II, I (IAC-LA Secretariat)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6. Route the draft resolution/s to IAC-LA members for review.	None	15 minutes	Planning Officers III, II, I (IAC-LA Secretariat)
None	1.7. Monitor the status of the draft resolutions under review of the IAC-LA members.	None	2 days	IAC-LA members
None	1.8. Receive draft resolution/s with inputs/comments of IAC-LA members.	None	15 minutes	Planning Officers III, II, I (IAC-LA Secretariat)
None	1.9. Consolidate the inputs/comments received and prepare comparative matrix.	None	2 days	Planning Officers III, II, I (IAC-LA Secretariat)
None	1.10. Revise and finalize the draft resolution/s.	None	2 days	Planning Officers V, III, II, I (IAC-LA Secretariat)
None	1.11. Furnish a copy of the revised draft resolution/s and consolidated matrix to IAC-LA members for final review and/or concurrence of members.	None	15 minutes	Planning Officers III, II, I (IAC-LA Secretariat)
None	1.12. Review the revised draft resolution and consolidated matrix by the	None	1 day	IAC-LA Members

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	IAC-LA members.			
None	<p>1.13. Upon concurrence, endorse the final/clean draft of the IAC-LA resolution to IAC-LA members for signature.</p> <p>Note: In case of a joint resolution, the IAC-LA Secretariat shall route the final draft joint resolution and final draft PSPCC resolution to the Secretariat of the requesting PhilSys IAC for routing to their respective members.</p>	None	15 minutes	Planning Officers III, II, I (IAC-LA Secretariat)
None	1.14. Approve/ Sign the IAC-LA resolution.	None	2 days	IAC-LA Members
None	1.15. Receive signed IAC-LA resolution.	None	10 minutes	Planning Officers III, II, I (IAC-LA Secretariat)
2. Receive the copy of the approved resolution/s.	2.1. Endorse the approved the IAC-LA Resolution (or the joint resolution) including the final draft of the PSPCC Resolution to the PSPCC Secretariat, copy-furnished the requesting party/ies.	None	15 minutes	Planning Officers III, II, I (IAC-LA Secretariat)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	11 days, 5 hours, and 55 minutes	

Internal Services

1. Conduct of Policy Review

Policy review is inherent or incidental to policy development task of the Planning and Policy Coordination Division (PPCD). This process is designed to facilitate the requests for review of policies and guidelines from the PhilSys Registry Office (PRO) Services and Divisions, particularly those with operational and technical units. It likewise aims to align the policies and guidelines subject for review with the provisions of Republic Act No. 11055 and its revised IRR existing PRO-issued policies, guidelines, office memoranda, and other PSA relevant issuances.

Given its sufficient knowledge and familiarity with the direction of the PhilSys program, the PPCD provides its comments or recommendations for the improvement of the policies and guidelines subject for review.

Office or Division:	Planning and Policy Coordination Division		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	PRO Services/Divisions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter/Email Request; 2. Transmittal/Routing Slip; and 3. Draft policy.		Requesting PRO Service/Division	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse/ Transmit the draft policy to PPCD for review.	1.1. Acknowledge receipt of the endorsed draft policy.	None	15 minutes	Policy Coordination Unit Staff / Administrative Assistant V
None	1.2. Review the endorsed draft policy.	None	3 days	Planning Officers III, II and I Policy Coordination Unit
None	1.3. Conduct of consultative	None	2 days	Planning Officers V, IV, III, II and I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	meeting/s, if necessary.			Subject Matter Divisions/Legal Service
None	1.4. Draft inputs and/or recommendations on the draft policy.	None	3 days	Planning Officers III, II and I Policy Coordination Unit
None	1.5. Review and approve the inputs and/or recommendations of the PPCD on the draft policy.	None	2 days	Planning Officers IV and V
2. Receive the inputs and/or recommendations of PPCD on the endorsed draft policy.	2.1. Release the inputs and/or recommendations of the PPCD on the draft policy to the requesting party.	None	15 minutes	Policy Coordination Unit Staff / Administrative Assistant V
TOTAL:		None	10 days and 30 minutes	

2. Approval of PhilSys Technical Working Group on Legal Affairs (TWG-LA) Resolutions

In alignment with the directive of the PhilSys Policy and Coordination Council (PSPCC) to establish the Inter-Agency Committees (IACs) for the PhilSys, the PSA constituted the PhilSys Technical Working Groups (TWGs). As part of its mandate, the PhilSys TWGs shall provide technical assistance and official recommendations to the IACs and ensure efficient planning and implementation of the objectives of the Republic Act (R.A.) No. 11055.

The composition of PhilSys TWGs includes the TWG on Legal Affairs (TWG-LA). The TWG-LA shall provide legal comments, inputs, and/or recommendations in the form of a resolution. Subsequently, the resolution shall be endorsed to the IAC on Legal Affairs (IAC-LA) for their consideration or for implementation by the concerned PhilSys Registry Office (PRO) operation units.

Relative thereto, the PPCD is tasked to provide Secretariat functions to the TWG-LA. As TWG-LA Secretariat, the PPCD shall oversee and undertake the necessary communication, coordination and cooperation with the TWG members. If necessary or

when requested, the PPCD shall likewise draft resolutions and facilitate approval thereof by the TWG-LA Members. It shall likewise ensure that such resolution recommending the approval of a certain policy is consistent with the objectives of R.A. No. 11055 and its revised Implementing Rules and Regulations (IRR), all laws pertinent thereto and other statutory provisions.

Office or Division:	Planning and Policy Coordination Division	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	PRO Management/Officials, Services/Divisions, other PhilSys TWGs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Endorsed by PRO Management/Officials: 1. minutes of the Meeting; and 2. Letter/Email Request.		Requesting PRO Official/s
Endorsed by PRO Services/Divisions: 1. Letter of endorsement signed by the Assistant National Statistician (ANS) of the concerned Service/Division; and 2. Briefer of the concerns.		Requesting PRO Services/Division
Endorsed by other TWGs: 1. Letter of endorsement from the TWG Chairperson; and 2. Approved TWG resolution and other relevant documents.		Requesting PhilSys TWG/s

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse/ Transmit the concern to TWG-LA secretariat.	1.1. Acknowledge receipt of the endorsement	None	15 minutes	Planning Officers I and Administrative Assistant V (TWG-LA Secretariat)
None	1.2. Identify the need for a resolution. Note: Whenever necessary, the TWG-LA may conduct a meeting to discuss the endorsement.	None	4 hours	Planning Officers I (TWG-LA Secretariat) Planning and Policy Coordination Division TWG-LA Members

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Prepare an initial draft of the resolution.	None	3 days	Planning Officers I (TWG-LA Secretariat)
None	1.4. Route the draft resolution for review to TWG-LA members for review.	None	1 day	Planning Officers I (TWG-LA Secretariat)
None	1.5. Review the draft resolution. Note: Whenever necessary, the TWG-LA may conduct a Consultative Meeting with the requesting party/ies to discuss the draft resolution.	None	2 days	Planning Officers V and III (TWG-LA Members) Other TWG-LA Members from other PRO Services/ Division Requesting party/ies
None	1.6. Receive/ Acknowledge receipt of inputs/ comments of TWG-LA Members on the draft resolution.	None	15 minutes	Planning Officers I (TWG-LA Secretariat)
None	1.7. Consolidate the inputs/ comments received and prepare comparative matrix.	None	1 day	Planning Officers I (TWG-LA Secretariat)
None	1.8. Revise and finalize the draft resolution.	None	2 days	Planning Officers I (TWG-LA Secretariat)
None	1.9. Send the revised draft resolution and consolidated	None	15 minutes	Planning Officers I (TWG-LA Secretariat)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	matrix to TWG-LA members for final review and/or concurrence of members.			
None	1.10. Review of the revised draft resolution and consolidated matrix by the TWG-LA members.	None	1 day	Planning Officers V and III (TWG-LA Members) Other TWG-LA Members from other PRO Services/Division and Legal Service
None	1.11. Upon concurrence, endorse the final draft of the resolution to TWG-LA members for signature.	None	15 minutes	Planning Officers I (TWG-LA Secretariat)
None	1.12. Approve/ Sign final draft of the resolution.	None	1 day	Planning Officers V and III (TWG-LA Members) Other TWG-LA Members from other PRO Services/Division and Legal Service
2. Receive the copy of the approved resolution.	2.1. Endorse the approved resolution to the requesting party/ies for appropriate action, including the TWG-LA members for their information.	None	15 minutes	Planning Officers I and Administrative Assistant V (TWG-LA Secretariat)


CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	11 days, 5 hours and 15 minutes	

MONITORING AND EVALUATION DIVISION

External Services and Internal Services

1. Data Request on Philippine Identification System for Latest Approved Cumulative Data

This process will provide the requesting party with the latest approved cumulative data and updates on the implementation of Philippine Identification System (PhilSys), particularly on registration. One of the indicators included in this data request is the Step 2 registration, which involves capturing of demographic and biometric information. This also includes the Step 3 registration, which involves the issuance of PhilSys Number (PSN) and release of Philippine Identification (PhilID), which may be a physical PhilID card being printed by the Bangko Sentral ng Pilipinas (BSP) and delivered by the Philippine Postal Corporation (Post Office); or ePhilID that may be printed on a piece of paper and/or downloaded through the PhilSys website.

Office or Division:	Monitoring and Evaluation Division		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business Entity; G2G – Government to Government		
Who may avail:	PSA Offices/Services/Divisions/Units Government offices Business entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished MED Data Request Form: <ul style="list-style-type: none"> Requestor Information <ul style="list-style-type: none"> Name Office/Service/Division Office E-mail Address Contact Number Data Request <ul style="list-style-type: none"> Specific data request Format Purpose Reference Period Scope of use Other relevant information on the request 		Monitoring and Evaluation Division – Monitoring and Evaluation Unit  Link: https://tinyurl.com/MEDDataRequestForm	


CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the QR code, accomplish the MED Data Request Form and send back to PSA.	1.1. Check if all the required information has been provided in the Data Request Form.	None	15 minutes	Project Evaluation Officers I and II
None	1.2. Acknowledge receipt of the MED Data Request Form.	None	10 minutes	Project Evaluation Officers I and II
None	1.3. Assess and forward to the concerned personnel/ employee who should handle the request.	None	1 hour	Project Evaluation Officers I and II
None	1.4. Prepare and submit the data request to the Supervisor for review and clearance.	None	1 day	Project Evaluation Officers I and II
None	1.5. Review the correctness and completeness of requested data and endorse to Division Chief for final approval.	None	1 day	Project Evaluation Officers III and IV
None	1.6. Review and approve the data request.	None	6 hours	Project Evaluation Officer V

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Check the completeness of the requested data and accomplish the Data Request Client Evaluation Form.	2.1. Send the e-copy of the data request, including the Data Request Evaluation Form.	None	10 minutes	Project Evaluation Officers I and II
None	2.2. File the following: <ul style="list-style-type: none"> • Data Request Form • Accomplished Data Request Client Evaluation Form 	None	15 minutes	Project Evaluation Officer I
None	2.3. Record the transaction in the Data Request Log Sheet.	None	10 minutes	Project Evaluation Officer I
TOTAL:		None	3 days	

2. Data Request on Philippine Identification System for Latest Approved Disaggregated Data

This process will provide the requesting party with the latest approved disaggregated data and updates on the implementation of Philippine Identification System (PhilSys), particularly on registration. The disaggregation may be in terms of provincial, city/municipal level, and on the period of the data (i.e., daily, weekly, monthly, annually). The indicators for this data request include the Step 2 and Step 3 registration (i.e., PSN Generation, Cards Personalization, Cards Dispatched, Cards Delivered, Issued Printed ePhilID, Downloaded ePhilID, etc.).

Office or Division:	Monitoring and Evaluation Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business Entity; G2G – Government to Government
Who may avail:	PSA Offices/Services/Divisions/Units

	Government offices Business entities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished MED Data Request Form: <ul style="list-style-type: none"> Requestor Information <ul style="list-style-type: none"> Name Office/Service/Division Office E-mail Address Contact Number Data Request <ul style="list-style-type: none"> Specific data request Format Purpose Reference Period Scope of use Other relevant information on the request 	Monitoring and Evaluation Division – Monitoring and Evaluation Unit  Link: https://tinyurl.com/MEDDataRequestForm

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the QR code, accomplish the MED Data Request Form and send back to PSA.	1.1. Check if all the required information has been provided in the Data Request Form.	None	30 minutes	Project Evaluation Officers I and II
None	1.2. Acknowledge receipt of the MED Data Request Form.	None	30 minutes	Project Evaluation Officers I and II
None	1.3. Assess and forward to the concerned personnel/ employee who should handle the request.	None	1 day and 2 hours	Project Evaluation Officers I and II
None	1.4. Prepare and submit the data request to the Supervisor for review and clearance.	None	3 days	Project Evaluation Officers I and II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5. Review the correctness and completeness of requested data and endorse to Division Chief for final approval.	None	1 day and 4 hours	Project Evaluation Officers III and IV
None	1.6. Review and approve the data request.	None	1 day	Project Evaluation Officer V
2. Check the completeness of the requested data and accomplish the Data Request Client Evaluation Form.	2.1. Send the e-copy of the data request, including the Data Request Evaluation Form.	None	30 minutes	Project Evaluation Officers I and II
None	2.2. File the following: <ul style="list-style-type: none"> • Data Request Form • Accomplished Data Request Client Evaluation Form 	None	15 minutes	Project Evaluation Officer I
None	2.3. Record the transaction in the Data Request Log Sheet.	None	15 minutes	Project Evaluation Officer I
TOTAL:		None	7 days	

SOCIAL PROTECTION USE CASE DIVISION

External Services

1. Responding to PhilSys-related Inquiries/Concerns of Social Protection Programs/Agencies

This process involves responding to any PhilSys-related inquiries or concerns of the interested relying parties or agencies providing social protection services.

Office or Division:	Social Protection Use Cases Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business
Who may avail:	Government or Private entities/Individuals with Social Protection concerns
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Email message to the email address spucd.staff@psa.gov.ph ; or 2. Viber message; or 3. Short Message Service (SMS); or 4. Call.	Requesting Government or Private entities/Individuals with Social Protection concerns

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries/Concerns.	1.1. Acknowledge the concerns received.	None	1 day	Project Development Assistant/ Information System Analyst I/ Project Development Officer I/II/III/V
None	1.2. Respond or forward the concerns to the Division Chief.	None	3 days	Project Development Assistant/ Information System Analyst I/ Project Development Officer I/II/III/V
2. Receive the response.	2.1. Respond to the concerns of the	None	1 day	Project Development Assistant/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting party.			Information System Analyst I/ Project Development Officer I/II/III/V
TOTAL:		None	5 days	

GOVERNMENT SERVICE USE CASE DIVISION

External Services

1. Review of PhilSys Integration Implementation Plan (PIIP)

Section 1(c) of Memorandum Circular (MC) No. 95, series of 2022 states that all Covered Agencies are to develop a 2-year work plan of indicating the activities to be covered as part of the integration with PhilSys, the timelines to fully implement said integration, the responsible units therefore, and the budget for the same.

The Government Service Use Cases Division (GSUCD) is mandated to monitor, review, and store the submission of PhilSys Integration Implementation Plans (PIIP) from Covered Agencies.

A. Review of PhilSys Integration Implementation Plan (PIIP) Received via Email

AI Review of PhilSys Integration Implementation Plan (PIIP) / Received via Email	
Office or Division:	Government Service Use Cases Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All government agencies, instrumentalities, departments, bureaus, offices, local government units, government-owned and controlled corporations, state universities and colleges (Covered Agencies) stated in MC No. 95, s. 2022
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scanned copy of the Accomplished PhilSys Integration Implementation Plan (PIIP) template signed by the Head of Agency	Government Service Use Cases Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished PIIP via email to gsucd.staff@psa.gov.ph	1.1. Acknowledge receipt of the accomplished PIIP and endorse to Information Systems Analyst I for review.	None	30 minutes	Project Development Assistant
None	1.2. Check the completeness of information and presence of signature. Note: If incomplete or lacking signature/s, notify the Covered Agency	None	4 days	Information Systems Analyst I
2. Receive the acceptance notice, Quarterly Status Report template and Customer Satisfaction Feedback Form.	2.1. Send acceptance notice, Quarterly Status Report template and Customer Satisfaction Feedback Form to successful Covered Agency.	None	1 day	Information Systems Analyst I
3. Accomplish the Customer Satisfaction Feedback Form.	3.1. Receive and record result of accomplished Customer Satisfaction Feedback Form.	None	30 minutes	Information Systems Analyst I
TOTAL:		None	5 days and 1 hour	

B. Review of PhilSys Integration Implementation Plan (PIIP) Received via Courier Mail

Office or Division:	Government Service Use Cases Division
Classification:	Complex

Type of Transaction:	G2G – Government to Government
Who may avail:	All government agencies, instrumentalities, departments, bureaus, offices, local government units, government-owned and controlled corporations, state universities and colleges (Covered Agencies) stated in MC No. 95, s. 2022
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of the accomplished PhilSys Integration Implementation Plan (PIIP) template signed by the Head of Agency	Government Service Use Cases Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished PIIP via courier mail.	1.1. Receive and acknowledge the accomplished PIIP delivered via courier. 1.2. Endorse the accomplished PIIP to Information Systems Analyst I for review.	None	30 minutes	Project Development Assistant
2. Provide the accomplished PIIP of Covered Agency.	2.1. Check the completeness of information and presence of signature. Note: If incomplete or lacking signature/s, notify the Covered Agency	None	4 days	Information Systems Analyst I
3. Receive the acceptance notice, Quarterly Status Report template and Customer	3.1. Send acceptance notice, Quarterly Status Report template and Customer Satisfaction Feedback Form to successful	None	1 day	Information Systems Analyst I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Satisfaction Feedback Form.	Covered Agency.			
4. Accomplish the Customer Satisfaction Feedback Form.	4.1. Receive and record result of accomplished Customer Satisfaction Feedback Form.	None	30 minutes	Information Systems Analyst I
TOTAL:		None	5 days and 1 hour	

C. Review of PhilSys Integration Implementation Plan (PIIP) Received via Walk-in (Representative of Covered Agency)

Office or Division	Government Service Use Case Division		
Classification:	Complex		
Type of Transaction:	G2G - Government-to-Government		
Who may avail:	All government agencies, instrumentalities, departments, bureaus, offices, local government units, government-owned and controlled corporations, state universities and colleges (Covered Agencies) stated in MC No. 95, s. 2022		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original copy of the accomplished PhilSys Integration Implementation Plan (PIIP) template signed by the Head of Agency		Government Service Use Case Division	
2. Valid ID/Registration Card		Government Agencies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Security Guard's (SG) logbook and surrender Valid ID/Registration Card (Centris	1.1. SG issues visitor's pass.	None	10 minutes	Security Guard

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cyberpod 5 lobby).				
2. Proceed to the 12th floor Centris Cyberpod 5 and register at the logbook and deliver the accomplished PIIP.	2.1. Assist and provide the acknowledgment receipt of accomplished PIIP from the representative of the Covered Agency.	None	15 minutes	Project Development Assistant
None	2.2. Endorse to Information Systems Analyst I for review.	None	5 minutes	Project Development Assistant
3. Receive the surrendered ID/Registration Card and surrender visitor's pass to SG.	3.1. Return surrendered ID/Registration Card and claim visitor's pass.	None	5 minutes	Security Guard
4. Provide accomplished PIIP of Covered Agency	4.1. Check for completeness of information and presence of signature. Note: If incomplete or lacking signature/s, notify the Covered Agency.	None	4 days	Information Systems Analyst I
5. Receive the acceptance notice and Quarterly Status Report template.	5.1. Send acceptance notice and Quarterly Status Report template to successful Covered Agency via contact	None	1 day	Information Systems Analyst I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information provided.			
6. Accomplish the Customer Satisfaction Feedback Form.	6.1. Receive and record result of accomplished Customer Satisfaction Feedback Form.	None	30 minutes	Information Systems Analyst I
TOTAL:		None	5 days and 1 hour and 5 minutes	

FINANCIAL AND PRIVATE SECTOR USE CASES DIVISION

External Services

1. Provision of PhilSys Check Public Key and Documentation for QR Code Scanner to the Interested Relying Parties

Interested relying parties (RP) can request the copy of the PhilSys Check Public Key and Documentation for QR Code Scanner to be able to establish and create their own authentication system. Using such a system, RPs can authenticate their client's PhilID card and other formats of ePhilID (printed and downloadable) through the digital signature included in its PSA-issued QR code.

Office or Division:	Financial and Private Sector Use Cases Division	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government; G2B – Government to Business	
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities Private and Financial Institutions Business Sector	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Authorization Letter template; and Sign-up Form (via Google Form)		Template and link shall be provided by the Financial and Private Sector Use Cases Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for the PhilSys Check Public Key and Documentati on of the QR Code Scanner.	1.1. Respond to the official request and send the authorization letter template and sign-up form link.	None	1 day	Project Development Officer I/II/III/IV
2. Accomplish the sign-up form and attach the signed authorization letter template.	2.1. Receive the accomplished sign-up form and the signed authorization letter template.	None	4 hours	Project Development Officer I/II/III/IV
3. Receive the PhilSys Public Key and Documentati on of QR Code together with the Customer Satisfaction Survey (CSS).	3.1. Provide the PhilSys Public Key and Documentati on of QR Code to the relying parties, together with the CSS.	None	1 day	Project Development Officer I/II/III/IV
4. Accomplish the CSS.	4.1. Monitor the completion of the CSS.	None	4 hours	Project Development Officer I/II/III/IV
TOTAL:		None	3 days	

2. PhilSys Check Grievances

The Financial and Private Sector Use Cases Division (FPSUCD) receives and processes concerns and issues raised by the Relying Parties through various platforms regarding the use of PhilSys Check or the offline authentication tool for verifying the PhilID and other formats of ePhilID (printed and downloadable).

Office or Division:	Financial and Private Sector Use Cases Division
Classification:	Simple

Type of Transaction:	G2G – Government to Government; G2B – Government to Business
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities Private and Financial Institutions Business Sector
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report received from: 1. Email 2. Viber message 3. PhilSys Contact Center	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities Private and Financial Institutions Business Sector

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send report on concerns and issues encountered regarding PhilSys Check.	1.1. Acknowledge the reported concerns and issues encountered by the Relying Party. 1.2. Assess and review the concerns and issues reported by the Relying Party.	None	1 day	Project Development Officer II/III/IV
None	1.3. Send response to the concerns and issues encountered by the Relying Party to the Contact Center.	None	1 day	Project Development Officer II/III/IV
2. Relay the response to the Relying Party.	2.1. Monitor the response received from the Relying Party.	None	1 day	Project Development Officer II/III/IV
TOTAL:		None	3 days	

PHILSYS ADVOCACY UNIT

External Services

1. Conduct of Advocacy Activities for the Relying Parties

The Philippine Identification System (PhilSys) aims to provide a valid proof of identity for all Citizen and resident aliens as a means of increasing access to and simplifying public and private transactions, as well as accelerating the digital transformation of service delivery.

The PhilSys, through the Use Case Development and Management Service (UCDMS) - PhilSys Advocacy Unit (PAU) conducts advocacy activities, such as webinars, to provide information on the salient features of the Republic Act No. 11055, otherwise known as the Philippine Identification System Act of 2017, the different PhilSys authentication services, and the onboarding procedures should the relying party (RP) wishes to avail the services.

Implementing the PhilSys advocacy activities will result in the familiarization of the RPs with the PhilSys services, recognition of PhilID and ePhilID as valid proofs of identity and age, and the reduction, if not elimination, of the non-acceptance of PhilID and ePhilID.

Office or Division:	Use Case Development and Management Service		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government; G2B – Government to Business		
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government and Social Protection Instrumentalities Financial, Business, and Private Institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Formal request letter addressed to the Assistant National Statistician (ANS) of the UCDMS with the following details: Subject: Request for the Conduct of PhilSys Advocacy Activities (i.e., webinar, face-to-face activity, other advocacy activities). Address: PhilSys Registry Office 12/F Cyberpod 5 Eton Centris, EDSA Quezon City Email: ucdms.staff@psa.gov.ph ; o.chancoco@psa.gov.ph		Requesting Government Agencies, LGUs, GOCCs, and other Government and Social Protection Instrumentalities Financial, Business, and Private Institutions	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request letter.	1.1. Receive the formal request letter.	None	1 day	Project Development Officers IV, III, II and I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Schedule a meeting with the RP.	N/A	1 day	Project Development Officers IV, III, II and I
2. Provide decision to proceed with the advocacy activity based on the agreed date.	2.1. Conduct preparatory activities for the implementation of the advocacy activity once RP agrees on the advocacy activity date.	N/A	3 days	Project Development Officers III, II and I
3. Receive the online registration form/link.	3.1. Send the online registration form to the RP.	None	4 hours	Project Development Officer II/I
4. Distribute the online registration form to target participants for accomplishment before the targeted deadline.	4.1. Send the calendar invitation with the online conference application link to the registered participants.	None	4 hours	Project Development Officer I
5. Attend the advocacy activity.	5.1. Conduct the requested advocacy activity.	None	1 day	Project Development Officers IV, III, II and I
TOTAL:		None	7 days	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The concerned public may send their feedback to the following channels:</p> <ul style="list-style-type: none"> • info@philsys.gov.ph • PhilSys Hotline 1388 • PhilSys Facebook page (https://facebook.com/PSAPhilSysOfficial)
How feedback is processed	<p>Feedbacks are evaluated and forwarded to the concerned Division/Field Office for appropriate action. Replies to the concerned public regarding actions taken are sent via the official email or Facebook.</p>
How to file a complaint	<p>The concerned public may file their complaint to the following channels:</p> <ul style="list-style-type: none"> • info@philsys.gov.ph • PhilSys Hotline 1388 • PhilSys Facebook page (https://facebook.com/PSAPhilSysOfficial)
How complaints are processed	<p>Complaints are evaluated and forwarded to the concerned Division/Field Office for investigation. Replies to the concerned public regarding the results of the investigation and actions taken are sent via the official email or Facebook.</p> <p>Follow ups may be done through email and telephone number provided below.</p>
Contact Information of PRO, ARTA, CCB, PCC and Citizen' Complaint Center	<p>PhilSys Registry Office (PRO) Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388</p> <p>ANTI RED TAPE AUTHORITY (ARTA) Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621 Fax: 8736-8621</p>

FEEDBACK AND COMPLAINTS MECHANISM

	8888 CITIZEN' COMPLAINT CENTER Call/Text: 8888
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LIST OF OFFICES

Office	Address	Contact Information
PhilSys Registry Office (PRO)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Registration Operations Service (ROS)	11/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Registration Management Division (RMD)	11/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Identity Validation Division (IVD)	11/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
ID Processing and Management Division (IDPMD)	11/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Policy Coordination and Monitoring Service (PCMS)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Planning and Policy Coordination Division (PPCD)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Monitoring and Evaluation Division (MED)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Systems and Information Security Service (SISS)	11/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Infrastructure and Systems Management Division (ISMD)	11/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388

Office	Address	Contact Information
Device Certification and Relying Party Integration Division (DCRPID)	11/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Information and Cybersecurity Division (ICD)	11/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Use Case Development and Management Service (UCDMS)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Social Protection Use Cases Division (SPUCD)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Government Service Use Cases Division (GSUCD)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Financial and Private Sector Use Cases Division (FPSUCD)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Fraud Management and Client Management Service (FMCMS)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Fraud Management Division (FMD)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388
Feedback and Grievance Division (FGD)	12/F, Centris Cyberpod 5 Bldg., ETON Loop A, Diliman, Quezon City	Email: info.philsys@psa.gov.ph Call: PhilSys Hotline 1388

SECTORAL STATISTICS OFFICE

MACROECONOMIC ACCOUNTS SERVICE

1. Generates and disseminates macroeconomic accounts and economic statistics/indicators not on the PSA website for emailed data/product request

The Macroeconomic Accounts Service (MAS) generates and disseminate macroeconomic accounts and economic indicators on the PSA website. It also provides assistance to researchers who **emailed** related or specific data/product needs, other than those which can be found on the website.

Office or Division	All Divisions of MAS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)/ Government-to-Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Researcher's email of data/product request	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email of data/product request to: mas.staff@psa.gov.ph h copy furnished info@psa.gov.ph	1.2 Acknowledge receipt of the client's email of data/ product request	None	2 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
	1.3 Assess the data/product request and refer it to the division which should handle it	None	5 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
	1.4 Assess the availability of the data/product requested	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
2. Wait for the approval and release of data/product requested	2.1. Prepare the data/product for release if data/product requested is readily available	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.2. Inform client that data/product requested need special processing/ tabulation thus will be released after 1 day; will be emailed/ pick-up depending on the volume of data/product 2.3. Generate the data/product requested	None None	2 minutes 1 day	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Forward the request for unpublished data/product to ONS for approval cc Information Center Central Office	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.5. Generate the data/product requested once approved by NS	None	1 day	Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist
	2.6. Submit generated data/product requested to ONS for clearance of release	None	5 minutes	Macroeconomic Accounts Service
	2.7. Inform client that data/product requested will be emailed or for pick-up if voluminous	None	2 minutes	
3. Receive and acknowledge the data/product requested	3. Release the data/product requested (hard copy or e-copy depending on the volume of data/product)	None	5 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
4. Fill out the Feedback Form	4. Ask the client to fill out the Feedback Form thru email	None	2 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
TOTAL:		None	2 days and 43 minutes	

2. Generates and disseminates macroeconomic accounts and economic statistics/indicators not on the PSA website for data/product request through phone

The Macroeconomic Accounts Service (MAS) generates and disseminates macroeconomic accounts and economic indicators on the PSA website. It also provides assistance to researchers who requested through phone related or specific data/product needs, other than those which can be found on the website.

Office or Division	All Divisions of MAS	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)/ Government-to-Government (G2G)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Specifics of data/product requested		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call MAS telephone number: 83761996	1.1. Receive call	None	2 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
	1.2. Assess the data/product request and refer it to the division which should handle it	None	5 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
	1.3. Assess the availability of the data/product requested	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
2. Wait for the approval and release of data/product requested	2.1. Prepare the data/product for release if data/product requested is readily available	None	10 minutes	Statistical Analyst Statistical Specialist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.2. Inform client that data/product requested need special processing/ tabulation thus will be released after 1 day; will be emailed/ pick-up depending on the volume of data/product 2.3. Generate the data/product requested	None None	2 minutes 1 day	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.4. Forward the request for unpublished data/product to ONS for approval cc Information Center Central Office 2.5. Generate the data/product requested once approved by NS 2.6. Submit generated data/product requested to ONS for clearance of release 2.7. Inform client that data/product requested	None None None	5 minutes 1 day 5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	will be emailed or for pick-up if voluminous	None	2 minutes	
3. Receive and acknowledge the data/product requested	3. Release the data/product requested (hard copy or e-copy depending on the volume of data/product)	None	5 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
4. Fill out the Feedback Form	4. Ask the client to fill out the Feedback Form thru email	None	2 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
TOTAL:		None	2 days and 43 minutes	

3. Generates and disseminates macroeconomic accounts and economic statistics/indicators not on the PSA website for walk-in researchers

The Macroeconomic Accounts Service (MAS) generates and disseminates macroeconomic accounts and economic statistics/indicators on the PSA website. For **walk-in** researchers, MAS provides technical assistance concerning related or specific data/product needs, other than those which can be found on the website.

Office or Division	All Divisions of MAS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)/ Government-to-Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
1. Visitor's Pass	2. Ground Floor, Eton Centris Cyberpod III (North Tower), EDSA corner Quezon Avenue, Diliman, Quezon City

2. Researcher's letter of data/product request	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the guard on duty in PSA reception area at 16 th Floor to inform and register in the Visitor's Log Sheet the purpose of visit	1. Refer the client to the Office of the Assistant National Statistician (OANS) of MAS	None	2 minutes	PSA Guard on duty
2. Proceed to OANS of MAS	2. Assess the data/product request and refer the client to the division which should handle it	None	5 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
3. Proceed to the concerned division and log the data to be requested.	3. Assess the availability of the data/product requested	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
4. Wait for the approval and release of data/product requested	4.1. Prepare the data/product for release if data/product requested is readily available	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Chief Statistical Specialist Macroeconomic Accounts Service
	4.2. Inform client that data/product requested need special processing/ tabulation thus will be released after 1 day; will be emailed/ pick-up depending on the volume of data/product 4.3. Generate the data/product requested	None None	2 minutes 1 day	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	4.4. Forward the request for unpublished data/product to ONS for approval cc Information Center Central Office 4.5. Generate the data/product requested once approved by NS 4.6. Submit generated data/product requested to ONS for clearance of release 4.7. Inform client that data/product requested will be emailed or for pick-up if voluminous	None None None None	5 minutes 1 day 5 minutes 2 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
5. Receive and acknowledge the	5. Release the data/product requested	None	5 minutes	Statistical Analyst

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
data/product requested.	(hard copy or e-copy depending on the volume of data/product)			Statistical Specialist I Macroeconomic Accounts Service
6. Fill out the Feedback Form	6. Ask the client to fill out the Feedback Form (personally or thru email)	None	2 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
TOTAL:		None	2 days and 43 minutes	

ECONOMIC SECTOR STATISTICS SERVICE

Simple Data Request

1. Walk-in Researchers Requesting for Printed Copy of Readily Available Unpublished Data

Office or Division:	All Divisions of ESSS	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Data Request Form		ESSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security 16 th Floor	1.1 Request the researcher to sign in the Log Book.	None	-	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS).	None	-	Security Guard on Duty
	1.3 Assess which division should handle the query/data request.	None	-	Assistant Statistician
	1.4 Assist the researcher to the concerned Division.	None	-	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Require the researcher to accomplish two copies of Data Request Form (PSA's Copy and Client's copy).	None	10 minutes	Statistician Aide
	2.2 Check if all the required information are provided.	None	5 minutes	Statistician Aide
	2.3 Indicate in both forms the latest date and time the data will be sent to the email address he/she provided in the form.	None	5 minutes	Statistician Aide
	2.4 Give the Client's copy to the researcher and PSA's copy to the concerned technical staff who will prepare the request.	None	2 minutes	Statistician Aide
	2.5 Prepare the requested data.	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit the requested data to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Review correctness and completeness of requested data.	None	30 minutes	Senior Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist
	2.9 Review/Approve the Data Request.	None	30 minutes	Division Chief
3. Present the Client's copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/Scan the approved/signed data request for record/filing.	None	15 minutes	Statistician Aide
	3.2 Provide the researcher with the original copy of the signed data request.	None	3 minutes	Statistician Aide
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form.	None	10 minutes	Statistician Aide
	4.2 Record the transaction in the Data Request Log Book.	None	-	Statistician Aide
	4.2 Provide ITDS-KMCD with scanned copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	-	Statistician Aide
	4.3 File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	-	Statistician Aide
Total		None	3 hours and 59 minutes	

2. Walk-in Researchers Requesting for an Electronic Copy of Readily Available Unpublished Data

Office or Division:	All Divisions of ESSS
Classification:	Simple

Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Data Request Form	ESSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security 16 th Floor	1.1 Request the researcher to sign in the Log Book.	None	-	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS).	None	-	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request.	None	-	Assistant Statistician
	1.4 Assist the researcher to the concerned Division.	None	-	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Require the researcher to accomplish two copies of Data Request Form (PSA's Copy and Client's copy).	None	10 minutes	Statistician Aide
	2.2 Check if all the required information are provided.	None	5 minutes	Statistician Aide
	2.3 Indicate in both forms the latest date and time the data will be sent to the email address he/she provided in the form.	None	5 minutes	Statistician Aide
	2.4 Give the Client's copy to the researcher and PSA's to the concerned technical staff who will prepare the request.	None	1 minute	Statistician Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Prepare the requested data.	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit the requested data to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Review correctness and completeness of requested data.	None	30 minutes	Senior Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist
	2.9 Review/ Approve the Data Request.	None	30 minutes	Division Chief
3. Accomplish the Acknowledgement Receipt Form and Feedback Form	3.1 Send the e-copy copy of the data request to the email address of the researcher indicated in the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form.		10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	3.2 Require the researcher to accomplish and send back the Acknowledgement Receipt Form and Feedback Form.	None	10 minutes	Statistician Aide
	3.1 Scan the approved/signed data request for record/filing, and accomplished Acknowledgement	None	-	Statistician Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt Form and Feedback Form.			
	3.3 Record the transaction in the Data Request Log Book.	None	-	Statistician Aide
	4.2 Provide ITDS-KMCD with scanned copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	-	Statistician Aide
	4.3 File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	-	Statistician Aide
	3.3 File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	-	Statistician Aide
Total		None	3 hours and 51 minutes	

3. Researchers Requesting for an Electronic Copy of Readily Available Unpublished Data through Email

Office or Division:	All Divisions of ESSS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Accomplished Data Request Form	ESSS Subject Matter Division (SMD)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send data request	1.1 Acknowledge receipt of the data request by sending the Data Request Form.	None	-	Statistician Aide
2. Accomplish the Data Request Form and send back to PSA	2.1 Acknowledge receipt of the Data Request Form.	None	2 minutes	Assistant Statistician
	2.2 Check if all the required information are provided.	None	3 minutes	Assistant Statistician
	2.3 Assess which concerned division should handle the query/data request.	None	5 minutes	Assistant Statistician
	2.4 Forward the researcher's email to the concerned division including the Data Request Form, copy furnished the researcher. Indicate the email address of the Division which should handle the request.	None	15 minutes	Assistant Statistician
	2.3 Acknowledge receipt of the data request copy furnished the researcher. Indicate in the email the latest date and time the data will be sent.	None	5 minutes	Statistician Aide
	2.4 Prepare the requested data.	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit the data request to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Review correctness and completeness of requested data.	None	30 minutes	Senior Statistical Specialist
	2.8 Endorse to the Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist
	2.9 Review/Approve the Data Request.	None	30 minutes	Division Chief
3. Accomplish the Acknowledgement Receipt Form and Feedback Form	3.1 Send the e-copy of the data request, including the Acknowledgement Receipt Form and Feedback Form.		10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	3.2 Require the researcher to accomplish and send back the Acknowledgement Receipt Form and Feedback Form.	None	10 minutes	Statistician Aide
	3.3 Scan the approved/signed data request for recording/filing, and accomplished Acknowledgement Receipt Form and Feedback Form.	None	-	Statistician Aide
	3.4 Record the transaction in the Data Request Log Book.	None	-	Statistician Aide
	3.5 Provide ITDS-KMCD with scanned copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	-	Statistician Aide
	3.6 File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	-	Statistician Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Total		None	4 hours	

4. Researchers Requesting for an Electronic Copy of Readily Available Unpublished Data through Phone

Office or Division:	All Divisions of ESSS			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Data Request Form		ESSS Subject Matter Division (SMD)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call ESSS	1.1 Receive call.	None	-	Assistant Statistician
	1.2 Instruct researcher the to email his/her request by providing the email address of ESSS.	None	-	Assistant Statistician
2. Send data request/query to the email address of ESSS	2.1 Acknowledge receipt of the data request by sending the Data Request Form.	None	-	Assistant Statistician
3. Accomplish the Data Request Form and send back to PSA	3.1 Acknowledge receipt of the Data Request Form.	None	2 minutes	Assistant Statistician
	3.2 Check if all the required information are provided.	None	3 minutes	Assistant Statistician
	3.3 Assess which concerned division should handle the query/data request.	None	5 minutes	Assistant Statistician
	3.4 Forward to the concerned division the researcher's	None	15 minutes	Assistant Statistician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	email including the Data Request Form copy furnished the researcher. Indicate the email address of the Division which should handle the request.			
	3.5 Acknowledge receipt of the data request copy furnished the researcher. Indicate in the email the latest date and time the data will be sent.	None	5 minutes	Statistician Aide
	3.6 Prepare the requested data.	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	3.7 Print and submit the data request to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	3.8 Review correctness and completeness of requested data.	None	30 minutes	Senior Statistical Specialist
	3.9 Endorse to the Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist
	3.10 Review/ Approve the Data Request.	None	30 minutes	Division Chief
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Send the e-copy of the data request, including the Acknowledgement Receipt Form and Feedback Form.		10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	4.2 Require the researcher to accomplish and send back the Acknowledgement	None	10 minutes	Statistician Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt Form and Feedback Form.			
	4.3 Scan the approved/signed data request for record/filing, and accomplished Acknowledgement Receipt Form and Feedback Form.	None	-	Statistician Aide
	4.4 Record the transaction in the Data Request Log Book.	None	-	Statistician Aide
	4.5 Provide ITDS-KMCD with scanned copies of the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Feedback Form 	None	-	Statistician Aide
	4.6 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	-	Statistician Aide
Total		None	4 hours	

5. Walk-in Researchers Requesting for Data Available at PSA Website

Office or Division:	All Divisions of ESSS	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Data Request Form		ESSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security 16 th Floor	1.1 Request the researcher to sign in the Log Book.	None	-	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS).	None	-	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request.	None	-	Assistant Statistician
	1.4 Assist the researcher to the concerned Division.	None	-	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Require the researcher to accomplish two copies of Data Request Form (PSA's Copy and Client's copy).	None	10 minutes	Statistician Aide
	2.2 Check if all the required information are provided.	None	5 minutes	Statistician Aide
	2.3 Indicate in both forms the website link and inform the researcher that the data can be downloaded at PSA website.	None	10 minutes	Statistician Aide
3. Accomplish the Acknowledgement Receipt Form and Feedback Form	3.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form.	None	10 minutes	Statistician Aide
	3.2 Record the transaction in the Data Request Log Book.	None	-	Statistician Aide
	3.2 Provide ITDS-KMCD with scanned copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	-	Statistician Aide
	3.3 File the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	-	Statistician Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Total		None	35 minutes	

6. Researchers Requesting for Data Available at PSA Website through Email

Office or Division:	All Divisions of ESSS		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Data Request Form		ESSS Subject Matter Division (SMD)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send data request	1.1 Acknowledge receipt of the data request by sending the Data Request Form.	None	-	Statistician Aide
2. Accomplish the Data Request Form and send back to PSA	2.1 Acknowledge receipt of the Data Request Form.	None	2 minutes	Assistant Statistician
	2.2 Check if all the required information are provided.	None	3 minutes	Assistant Statistician
	2.3 Indicate in the form the website link and inform the researcher through email that the data can be downloaded at PSA website.	None	10 minutes	Assistant Statistician Statistician Aide
3. Accomplish the Acknowledgement Receipt Form and Feedback Form	3.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form.	None	1 minutes	Statistician Aide
	3.2 Record the transaction in the	None	3 minutes	Statistician Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Data Request Log Book.			
	3.3 Provide ITDS-KMCD with scanned copies of the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Feedback Form 	None	3 minutes	Statistician Aide
	3.4 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Feedback Form 	None	3 minutes	Statistician Aide
Total		None	25 minutes	

Complex Data Request

1. Walk-in Researchers Requesting for Printed Copy of Unpublished Data which Requires Additional Process to Produce the Requested Data

Office or Division:	All Divisions of ESSS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Data Request Form	ESSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security 16 th Floor	1.1 Request the researcher to sign in the Log Book.	None	-	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS).	None	-	Security Guard on Duty

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Assess which division should handle the query/data request.	None	-	Assistant Statistician
	1.4 Assist the researcher to the concerned Division.	None	-	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Require the researcher to accomplish two copies of Data Request Form (PSA's Copy and Client's copy).	None	10 minutes	Statistician Aide
	2.2 Check if all the required information are provided.	None	5 minutes	Statistician Aide
	2.3 Endorse to the technical staff.	None	1 minute	Statistician Aide
	2.4 Indicate in both forms the latest date and time the data will be sent to the email address he/she provided in the form.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.5 Give the Client's copy to the researcher and PSA's copy to the concerned technical staff who will prepare the request.	None	2 minutes	Statistician Aide
	2.6 Prepare the requested data.	None	8 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8 Review correctness and completeness of requested data.	None	1.5 hours	Senior Statistical Specialist
	2.9 Endorse to the Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist
	2.10 Review/ Approve the Data Request	None	1.5 hours	Division Chief
3. Present the Client's copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/ Scan the approved/signed data request for recording/filing.	None	15 minutes	Statistician Aide
	3.2 Provide the researcher with the original copy of the signed data request.	None	2 minutes	Statistician Aide
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	1 minute	Statistician Aide
	4.2 Record the transaction in the Data Request Log Book	None	3 minutes	Statistician Aide
	4.3 Provide ITDS-KMCD with scanned copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	3 minutes	Statistician Aide
	4.4 File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	3 minutes	Statistician Aide
Total		None	12 hours	

2. Walk-in Researchers Requesting for an Electronic Copy of Unpublished Data which Requires Additional Process to Produce the Requested Data

Office or Division:	All Divisions of ESSS	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Data Request Form		ESSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security 16 th Floor	1.1 Request the researcher to sign in the Log Book.	None	-	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS).	None	-	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request.	None	-	Assistant Statistician
	1.4 Assist the researcher to the concerned Division.	None	-	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Require the researcher to accomplish two copies of Data Request Form (PSA's Copy and Client's copy).	None	10 minutes	Statistician Aide
	2.2 Check if all the required information are provided.	None	5 minutes	Statistician Aide
	2.3 Endorse to the technical staff.	None	1 minute	Statistician Aide
	2.4 Indicate in both forms the latest date and time the data will be sent to the email	None	5 minutes	Statistical Analyst Statistical Specialist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	address he/she provided in the form.			Statistical Specialist II
	2.5 Give the Client's copy to the researcher and PSA's to the concerned technical staff who will prepare the request.	None	1 minute	Statistician Aide
	2.6 Prepare the requested data.	None	8 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.8 Review correctness and completeness of requested data.	None	1.5 hours	Senior Statistical Specialist
	2.9 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist
	2.10 Review/ Approve the Data Request.	None	1.5 hours	Division Chief
3. Accomplish the Acknowledgement Receipt Form and Feedback Form	3.1 Send the e-copy of the data request to the email address of the researcher indicated in the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form.	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	3.2 Require the researcher to accomplish and send back the Acknowledgement Receipt Form and Feedback Form.	None	1 minute	Statistician Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Scan the approved/signed data request for record/filing, and accomplished Acknowledgement Receipt Form and Feedback Form.	None	-	Statistician Aide
	3.4 Record the transaction in the Data Request Log Book.	None	-	Statistician Aide
	3.5 Provide ITDS-KMCD with scanned copies of the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Feedback Form 	None	-	Statistician Aide
	3.6 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	-	Statistician Aide
	3.7 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	-	Statistician Aide
Total		None	11 hours and 43 minutes	

3. Researchers Requesting for an Electronic Copy of Unpublished Data which Requires Additional Process to Produce the Requested Data through Email

Office or Division:	All Divisions of ESSS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)

	Government-to-Business Entity (G2B) Government-to-Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Data Request Form	ESSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send data request.	1.1 Acknowledge receipt of the data request by sending the Data Request Form.	None	-	Statistician Aide
2. Accomplish the Data Request Form and send back to PSA.	2.1 Acknowledge receipt of the Data Request Form.	None	2 minutes	Assistant Statistician
	2.2 Check if all the required information are provided.	None	3 minutes	Assistant Statistician
	2.3 Assess which concerned division should handle the query/data request.	None	5 minutes	Assistant Statistician
	2.4 Forward to the concerned division the researcher's email including the Data Request Form copy furnished the researcher. Indicate in the email the email address of the Division which should handle the request.	None	15 minutes	Assistant Statistician
	2.5 Acknowledge receipt of the data request copy furnished the researcher. Indicate in the email the latest date and time the data will be sent.	None	10 minutes	Statistician Aide
	2.6 Prepare the requested data.	None	8 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.8 Review correctness and completeness of requested data.	None	1.5 hours	Senior Statistical Specialist
	2.9 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist
	2.10 Review/Approve the Data Request.	None	1.5 hours	Division Chief
3. Accomplish the Acknowledgement Receipt Form and Feedback Form	3.1 Send the e-copy of the data request, including the Acknowledgement Receipt Form and Feedback Form.	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	3.2 Require the researcher to accomplish and send back the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide
	3.3 Scan the approved/signed data request for record/filing, and accomplished Acknowledgement Receipt Form and Feedback Form.	None	-	Statistician Aide
	3.4 Record the transaction in the Data Request Log Book	None	-	Statistician Aide
	3.5 Provide ITDS-KMCD with scanned copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	-	Statistician Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	-	Statistician Aide
Total		None	12 hours and 5 minutes	

4. Request Received through Email from ONS/KMCD which Requires Additional Process to Produce the Requested Data

Office or Division:	All Divisions of ESSS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Data Request Form	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse data request to the concerned Division Chief	1.1 Acknowledge receipt of data request.	None	1 minute	Division Chief
	1.2 Advise concerned technical staff to prepare the data request.	None	5 minutes	Division Chief
	1.3 Prepare the requested.	None	8 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.4 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Statistical Specialist II
	1.5 Review correctness and completeness of requested data.	None	1.5 hours	Senior Statistical Specialist
	1.6 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist
	1.7 Review/ Approve the Data Request.	None	1.5 hours	Division Chief
2. Acknowledge email	2.1 Send e-copy of the data request to ONS/KMCD.	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.2 Record the transaction in the Data Request Log Book.	None	-	Statistician Aide
	2.3 Print and file the email thread of the transaction.	None	-	Statistician Aide
Total		None	11 hours and 54 minutes	

5. Data Request through Formal Letter Address to the National Statistician and Forwarded to ESSS

Office or Division:	All Divisions of ESSS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Data Request Form	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse data request to ESSS-OANS.	1.1 Receive and record in the Incoming Documents log book.	None	1 minute	Assistant Statistician
	1.2 Endorse Letter Request to concerned division chief.	None	2 minutes	ANS
	1.3 Receive and record in the data request log book.	None	1 minute	Statistician Aide
	1.4 Photocopy the request letter.	None	1 minute	Statistician Aide
	1.5 File the original copy of the request letter and give the photocopy to the Division Chief.	None	1 minute	Statistician Aide
	1.6 Advise concerned technical staff to prepare the data request.	None	5 minutes	Division Chief
	1.7 Prepare the requested data and reply letter.	None	4 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.8 Print and submit the data request and reply letter to Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.9 Review correctness and completeness of requested data and reply letter.	None	1.5 hours	Senior Statistical Specialist
	1.10 Submit reply letter together with the requested data to the Division Chief for approval/review.	None	5 minutes	Senior Statistical Specialist
	1.11 Review/Approve the Data Request and request for final approval of ANS .	None	1.5 hours	Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12 Transmit to OANS the reply letter, requested data including the photocopy of request letter.	None	1 minute	Statistician Aide
	1.13 Approve reply letter and requested data and endorse to the Assistant Secretary.	None	10 minutes	ANS
	1.14 Approve reply letter and requested data and endorse to the Assistant Secretary.	None	10 minutes	Assistant Secretary of SSO
	1.15 Transmit to ONS for final approval of the NS.	None	15 minutes	Administrative Officer II
Total		None	7 hours and 57 minutes	

SOCIAL SECTOR STATISTICS SERVICE (SSSS)

1. Request for Printed Copy of Readily Available Unpublished Data for Walk-in Researcher

1.1 Walk-in researcher needs printed copy of data that are not posted in the PSA website, but the data is available in the Service.

Office or Division:	All Divisions of SSSS	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Data Two (2) Request Form		SSSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security at the 16 th Floor	1.1 Request the researcher to sign in the Log Book	None	None	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician
2. Accomplish two copies of Data Request Form	2.1 Provide the researcher with two (2) copies of Data Request Form	None	10 minutes	Statistician Aide/ Administrative Aide
	2.2 Check if all the required information are provided by the researcher	None	5 minutes	Statistician Aide/ Administrative Aide
	2.3 Indicate the release date and time of the requested data in the form and provide one (1) copy to the researcher. Inform the researcher to present this to get his/her data request.	None	5 minutes	Statistician Aide/ Administrative Aide
	2.4 Hand over the other copy of the Data Request Form to the concerned technical staff who will prepare the request.	None	1 minute	Statistician Aide/Administrative Aide
	2.5 Prepare the requested data and check for correctness and completeness	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Review the correctness and completeness of requested data	None	1 hour	Senior Statistical Specialist Supervising Statistical Specialist
	2.8 Endorse to Division Chief for final approval	None	5 minutes	Supervising Statistical Specialist
	2.9 Review/ Approve the data request	None	30 minutes	Division Chief
	2.10 Endorse the approved data request to Division Chief	None	5 minutes	Supervising Statistical Specialist
3. Present the duplicate copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/ Scan the approved/signed data request for record/filing.	None	15 minutes	Statistician Aide/Administrative Aide
	3.2 Provide the researcher with the original copy of the signed data request	None	1 minute	Statistician Aide/Administrative Aide
	3.3 Record the transaction in the Data Request Log Book	None	3 minutes	Statistician Aide/Administrative Aide
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide/Administrative Aide
	4.2 Provide ITDS-KMCD with the Data Request Form, Acknowledgement Receipt Form and Feedback Form	None	None	Statistician Aide/Administrative Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	None*	Statistician Aide/Administrative Aide
Total		None	4 hours and 35 minutes	

2. Request for an Electronic Copy of Readily Available Unpublished Data

Walk-in researcher needs soft copy of data that are not posted in the PSA website, but the data is available in the Service.

Office or Division:	All Divisions of SSSS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished two (2) Data Request Form	SSSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security 16 th Floor	1.1 Request the researcher to sign in the Log Book	None	None	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplish two copies of Data Request Form	2.1 Provide the researcher with two copies of Data Request Form	None	10 minutes	Statistician Aide/Administrative Aide
	2.2 Check if all the required information are provided by the researcher	None	5 minutes	Statistician Aide/Administrative Aide
	2.3 Indicate the release date and time of the requested data in the form and provide one copy to the researcher. Inform the researcher to present this to get his/her data request.	None	5 minutes	Statistician Aide/Administrative Aide
	2.4 Hand over the other copy of the Data Request Form to the concerned technical staff who will prepare the request.	None	1 minute	Statistician Aide/Administrative Aide
	2.5 Prepare the requested data and check for correctness and completeness.	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Review the correctness and completeness of requested data.	None	1 hour	Senior Statistical Specialist Supervising Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Supervising Statistical Specialist
	2.9 Review/ Approve the data request	None	30 minutes	Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.10 Endorse the approved data request to Division Chief	None	5 minutes	Supervising Statistical Specialist
	2.11 Send the e-copy of the data request to the email address of the researcher indicated in the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
3. Present the duplicate copy of the Data Request Form to get the printed copy of the request.	3.1 Photocopy/ Scan the approved/signed data request for record/filing.	None	15 minutes	Statistician Aide/Administrative Aide
	3.2 Provide the researcher with the original copy of the signed data request	None	1 minute	Statistician Aide/Administrative Aide
	3.3 Record the transaction in the Data Request Log Book	None	3 minutes	Statistician Aide/Administrative Aide
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide/Administrative Aide
	4.2 Provide ITDS-KMCD with the Data Request Form, Acknowledgement Receipt Form and Feedback Form	None	None*	Statistician Aide/Administrative Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	None*	Statistician Aide/Administrative Aide
Total		None	4 hours and 40 minutes	

3. Request for Electronic Copy of Readily Available Unpublished Data Thru Email

The researcher sent through email the request for data that are unpublished in the PSA website, but the data is available in the Service.

Office or Division:	All Divisions of SSSS		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter Addressed to CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General 8/F CRS Building PSA Complex, East Ave., Diliman, Quezon City 1101			
2. Accomplished Data Request Form		Concerned Subject Matter Division (SMD)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to the SMD	1.1 Acknowledge the email of the requester	None	5 minutes	Statistical Analyst Statistical Specialist I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
addressed to NSCRG				Statistical Specialist II
	1.2 Forward the email to the Division Chief and KMCD to inform about the data request	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.3 Assess and evaluate the data request.	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.4 Prepare the requested data and check for the correctness and completeness.	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.5 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.6 Review the correctness and completeness of requested data.	None	1 hour	Supervising Statistical Specialist
	1.7 Endorse to Division Chief for final approval.	None	7 minutes	Supervising Statistical Specialist
	1.7.1 Review the Data Request	None	30 minutes	Division Chief
	1.7.2 Approve the data request and send back to the technical staff to be sent to the researcher	None	3 minutes	Division chief
	1.8 Send the e-copy of the data request to the email address of the researcher indicated in the Data Request Form, including the	None	3 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Acknowledgement Receipt Form and Feedback Form			
2 Researcher to acknowledge the email and fill up the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form	2.1 Acknowledge the feedback of the researcher	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	3.1 Provide the ONS-KMCD the accomplished Data Request Form, including the Acknowledgement Receipt Form and Feedback Form	None	None*	Statistical Analyst Statistical Specialist I
	4.1 Print and file the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	None*	Statistician Aide/Administrative Aide
Total		None	4 hours and 18 minutes	

4. Request for data readily available at PSA website (walk-in)

Data request of walk-in researchers are available in PSA website.

Office or Division:	OANS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Accomplished two (2) Data Request Form	PSA Subject Matter Division (SMD)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researcher/ data requester proceed to the lobby area and sign the guard's logbook	1.1 Request the researcher to sign in the logbook	None	None	Security guard on duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security guard on duty
	1.3 Assess the researcher's data request	None	20 minutes	Administrative Assistant III
2. Accomplish two (2) Data Request form	2.1 Provide the researcher with the data request form	None	5 minutes	Administrative Assistant III
	2.2 Check if all the required information in the Data Request form were provided	None	5 minutes	Administrative Assistant III
	2.3 Refer the researcher to concerned SMD	None	5 minutes	Administrative Assistant III
	2.4 Assist the researcher regarding the data request	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.5 Search the data in PSA website	None	30 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Write down in the duplicate copy of data request form the website link where the data is available	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Accomplish the Data Request Form, Acknowledgement Receipt Form and Feedback Form	3.1 Require the researcher to accomplish the Acknowledgement Receipt form and Feedback form	None	10 minutes	Statistician Aide/ Administrative Aide
	3.2 Provide ITDS-KMCD with the Data Request Form (Student Research /Thesis), Acknowledgement Receipt Form and Feedback Form	None	None*	Statistician Aide/ Administrative Aide
	3.3 File the Following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed Copy of the data request (photocopy) • Feedback form 	None	None*	Statistician Aide/ Administrative Aide
Total		None	1 hour and 25 minutes	

5. Request for data readily available at PSA website through email

The researcher sent through email the request for data that are published in the PSA website.

Office or Division:	All Divisions of SSSS
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
1. Request Letter Addressed to CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General 8/F CRS Building	

PSA Complex, East Ave., Diliman, Quezon City 1101	
2. Accomplished Data Request Form	Concerned Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to the SMD addressed to NSCRG	1.1 Acknowledge the email from the requester	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.2 Forward the email to the Division Chief and KMCD to inform about the data request	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.3 Assess and evaluate the data request.	None	1 hour	Statistical Analyst Statistical Specialist I Statistical Specialist II Supervising Statistical Specialist
	1.4 Search the data in PSA website	None	30 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.5 Write down in the duplicate copy of data request form the website link where the data is available	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
2. Researcher to acknowledge the email and fill up the Data Request	2.1 Acknowledge the feedback of the researcher	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form, including the Acknowledgment Receipt Form and Feedback Form	a. Provide the ITDS-KMCD the accomplished Data Request Form, including the Acknowledgement Receipt Form and Feedback Form	None	None*	Statistician Aide/ Administrative Aide
	4.1 File the Following: <ul style="list-style-type: none"> • Data Product Form (Student Research /Thesis) • Acknowledgement Receipt Form • Signed Copy of the data request (photocopy) • Feedback form 	None	None*	Statistician Aide/ Administrative Aide
Total		None	1 hour and 50 minutes	

6. Request for Printed Copy of Available Unpublished Data but need additional process to provide the data for Walk-in Researchers

The walk-in researcher needs printed copy of specific data output that requires more time to generate. The requested data are not posted in the PSA website but available in the Service.

Office or Division:	Office of the Assistant National Statistician
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Data Request Form	SSSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security 16 th Floor	1.1 Request the researcher to sign in the Log Book	None	None	Security Guard on Duty
	1.2 Assist the researcher to the	None	None	Security Guard on Duty

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplish two copies of Data Request Form	Office of the Assistant National Statistician (OANS)			
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician
	2.1 Provide the researcher with two (2) copies of Data Request Form	None	10 minutes	Statistician Aide/ Administrative Aide
	2.2 Check if all the required information are provided by the researcher	None	5 minutes	Statistician Aide/ Administrative Aide
	2.3 Indicate the release date and time of the requested data in the form and provide one (1) copy to the researcher. Inform the researcher to present this to get his/her data request.	None	5 minutes	Statistician Aide/ Administrative Aide
	2.4 Hand over the other copy of the Data Request Form to the concerned technical staff who will prepare the request.	None	3 minutes	Statistician Aide/ Administrative Aide
	2.5 Prepare and analyze the requested data base on the specific output needed by the requester and check for correctness and completeness	None	4 days	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist
	2.6 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Review the correctness and completeness of requested data according to the researchers requested output.	None	3 hours	Supervising Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Supervising Statistical Specialist
	2.9 Review/ Approve the data request	None	2 hours	Division Chief
3. Present the duplicate copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/ Scan the approved/signed data request for record/filing.	None	15 minutes	Statistician Aide/ Administrative Aide
	3.2 Provide the researcher with the original copy of the signed data request	None	3 minutes	Statistician Aide/ Administrative Aide
	3.3 Record the transaction in the Data Request Log Book	None	3 minutes	Statistician Aide/ Administrative Aide
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide/ Administrative Aide
	4.2 Provide ITDS-KMCD with the Data Request Form, Acknowledgement Receipt Form and Feedback Form	None	None*	Statistician Aide/ Administrative Aide
	4.3 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	None*	Statistician Aide/ Administrative Aide
Total		None	4 days 6 hours and 4 minutes	

7. Request for Electronic Copy of Available Unpublished Data which need additional process to provide the data for Walk-in Researchers

The walk-in researcher requests for a specific data output in e-copy that requires more time to generate the requested data that are not posted in the PSA website, but available in the Service.

Office or Division:	Office of the Assistant National Statistician
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Data Request Form	SSSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security 16 th Floor	1.1 Request the researcher to sign in the Log Book	None	None	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician
2. Accomplish two copies of Data Request Form	2.1 Provide the researcher with two (2) copies of Data Request Form	None	10 minutes	Statistician Aide/ Administrative Aide
	2.2 Check if all the required information are provided by the researcher	None	5 minutes	Statistician Aide/ Administrative Aide
	2.3 Indicate the release date and time of the requested data in the form and provide one (1) copy to the researcher. Inform the researcher to present this to get his/her data request.	None	5 minutes	Statistician Aide/ Administrative Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Hand over the other copy of the Data Request Form to the concerned technical staff who will prepare the request.	None	3 minutes	Statistician Aide/ Administrative Aide
	2.5 Prepare and analyze the requested data base on the specific output needed by the requester and check for correctness and completeness.	None	4 days	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist
	2.6 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Review the correctness and completeness of requested data according to the researchers requested output.	None	3 hours	Supervising Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Supervising Statistical Specialist
	2.9 Review/ Approve the data request	None	2 hours	Division Chief
	2.10 Endorse the approved data request to Supervising Statistical Specialist		15 minutes	Supervising Statistical Specialist
	2.11 Send the e-copy of the data request to the email address of the researcher indicated in the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form.	None	3 minutes	Supervising Statistical Specialist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the duplicate copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/ Scan the approved/signed data request for record/filing.	None	3 minutes	Statistician Aide/ Administrative Aide
	3.2 Provide the researcher with the original copy of the signed data request	None	10 minutes	Statistician Aide/ Administrative Aide
	3.3 Record the transaction in the Data Request Log Book	None	10 minutes	Statistician Aide/ Administrative Aide
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	5 minutes	Statistician Aide/ Administrative Aide
	5. Provide ITDS-KMCD with the Data Request Form, Acknowledgement Receipt Form and Feedback Form	None	None*	Statistician Aide/ Administrative Aide
	6. File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	None*	Statistician Aide/ Administrative Aide
Total		None	4 days 6 hours and 19 minutes	

8. Request for Electronic Copy of Available Unpublished Data which need additional process through Email from KMCD

The request for data that are not posted in the PSA website but available in the Service is forwarded by KMCD through email. The researcher needs a specific data output in e-copy that requires more time to generate/provide.

Office or Division:	All Divisions of SSSS	
Classification:	Complex	
Type of Transaction:	Government-to- Government (G2G)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Request Letter Addressed to CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General 8/F CRS Building PSA Complex, East Ave., Diliman, Quezon City 1101	
2. Accomplished Data Request Form	Concerned Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to the SMD addressed to NSCRG	1.1. Acknowledge the email from KMCD	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.2 Forward the email to the Division Chief to inform about the data request	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.3 Assess and evaluate the data request	None	1 hour	Division Chief
	1.4 Assign technical staff to prepare the requested data	None	30 minutes	Division Chief
	1.5 Prepare the requested data and check for the correctness and completeness	None	4 days	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.6 Print and submit to the Supervisor for review and clearance	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.7 Review the correctness and completeness of requested data and reply letter	None	3 hours	Supervising Statistical Specialist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Endorse to Division Chief for final approval	None	7 minutes	Supervising Statistical Specialist
	1.9 Review/Approve the data request	None	2 hours	Division Chief
	1.9.1 Approve the e-copy of data send back to the technical staff to be sent to KMCD	None	3 minutes	Division Chief
	1.10 Send the Approved Reply letter and data to KMCD	None	3 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
Total		None	4 days 6 hours and 58 minutes	

FINANCE AND ADMINISTRATIVE SERVICE

1. Processing of Contract of Service Worker (COSW) Bi-monthly Payrolls

Office or Division:	Finance and Administrative Service
Classification:	High Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PSA Central Office regular officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	Concerned Division of COSW
Alternative Logbook of Attendance (ALBA)	Concerned Division of COSW
Authority to Transact Business (ATRB)	Concerned Division of COSW
Special Order (SO)	Concerned Division who initiated the training
Certificate of Appearance	Concerned Division who initiated the training
Attendance Sheet	Concerned Division who initiated the training

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Daily Time Records (DTRs)	1.1 Extract DTR data from biometric machine of Central Office (including travel time)	None	4 hours	Administrative Assistant V Administrative Aide VI (Human Resources Division)
	1.2 Email DTR to respective COSW Payroll Focal Person	None	4 hours	Administrative Assistant V (Human Resources Division)
2. Print the received DTR and prepare duly signed necessary attachments such as: - Accomplishment Report - Alternative Logbook of Attendance (ALBA) - Authority to transact Business (ATRB) - Special Order(SO) /Travel Order - Certificate of appearance/ - Attendance Sheet - Work from Home Form (Annex A, B, E), if applicable		None	1 day	COSW Payroll Focal Person
3. Collate and check for completeness of payroll attachment for signature of Immediate		None	2 days	COSW Payroll Focal Person

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supervisor and Division Chief: - Obligation Request and Status (ORS) for COSW Payroll - COSW payroll				
4. Transmit payroll with necessary attachments to the Budget Division	4.1 Encode received payroll from COSW for monitoring purposes	None	4 hours	Receipt and Control (Budget Division)
	4.2 Process the following: - Obligation Request and Status (ORS) for COSW Payroll - COSW payroll	None		Administrative Assistant (Budget Division)
	4.3 Process COSW Payroll with corresponding Obligation Request and Status (ORS)	None		Chief Administrative Officer/Officer-in-Charge (Budget Division)
	4.4 Review and sign COSW payroll and ORS	None		Chief Administrative Officer/Officer-in-Charge (Budget Division)
	4.5 Encode outgoing COSW payroll for monitoring purposes and forward to the Accounting Division (AD)	None		Receipt and Control (Budget Division)
	4.6 Encode received payroll from BD for monitoring purposes	None	1 day	Receipt and Control (Accounting Division)
	4.7 Check the documentary requirements as to the following: - COSW Daily Rate according to contract - Computation of daily amount based on Daily Time Record	None		Accounting Division's Payroll processors

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Accomplishment Report - Other necessary attachments			
	4.8 Review and sign COSW payroll	None		Accountant/Officer-in-Charge (Accounting Division)
	4.9 Encode outgoing COSW payroll for monitoring purposes and forward to Cashier Section	None		Receipt and Control (Accounting Division)
	4.10 Receive and encode COSW payroll and signed ORS from Accounting Division for monitoring purposes	None		Receipt and Control (Cashier Section)
	4.11 Prepare Advice to Debit Account (ADA) and route to AD for signature	None	1 day 1 day	Administrative Officer V (Cashier Section)
	4.12 Review and sign ADA and forward to FAS-OANS	None		Chief Administrative Officer (Accounting Division)
	4.13 Sign ADA and forward to Cashier Section for transmittal to Landbank	None		Assistant National Statistician for FAS
	4.14 Receive signed ADA and transmit to Landbank for crediting	None		Administrative Officer V (Cashier Section)
	4.15 Clear credited ADA to COSW bank account	None		Landbank
TOTAL			6 days and 12 hours	

2. Processing of Permanent/Regular Employee Monthly Payroll for Central Office

Office or Division:	Finance and Administrative Service
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PSA Central Office regular officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Remittances	Human Resources Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt and control of signed payrolls	Prepare payroll	None	4 hours	Administrative Assistant II Administrative Officer IV
	1.1 Update Salary, Location, Membership to PSEMCO, USE, Provident Fund <ul style="list-style-type: none"> Salary Payroll group Provident Fund Membership Philippine Statistics Employees MPC (PSEMCO) Membership Union of Statistics Employees (USE) Membership 			
	1.2 Compute/Generate/Append appropriate Taxes, Premium Payments for GSIS, USE, Provident Fund, PhilHealth <ul style="list-style-type: none"> Tax PhilHealth Pag-IBIG GSIS USE Provident Fund 			
	1.3 Encode loan deductions (GSIS, Provident Fund, Pag-IBIG, Land Bank) <ul style="list-style-type: none"> Pag-IBIG GSIS LandBank Loan Other Deduction 			
	1.4 Extract net pay before PSEMCO deductions and e-mail to PSEMCO for billing	None	30 minutes	Administrative Officer IV Administrative Assistant II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Re-compute/Upload USE deductions to HRD Payroll System	None	1 hour	Administrative Officer IV Administrative Assistant II
	1.6 Print the monthly payrolls	None	1 day	Administrative Officer IV Administrative Assistant II Administrative Aide VI
	1.7 Print the Remittance Reports	None	2 hours	Administrative Officer IV Administrative Assistant II Administrative Aide VI
	1.8 Sort and initial the monthly payrolls	None	5 hours	Administrative Officer IV Administrative Assistant II
	1.9 Review and sign the payrolls	None	1 day	Chief Administrative Officer
	1.10 Create Payroll Credit System Validation (PACSVL)	None	30 minutes	Administrative Officer IV Administrative Assistant II
	1.11 Create/Save Offline Backup and .SNP files	None	1 hour	Administrative Officer IV Administrative Assistant II
	1.12 Release to Budget Division	None	10 minutes	Receipt and Control
	1.13 Receive complete set of payrolls	None	10 minutes	Receipt and Control
	1.14 Assign Obligation Request Status (ORS) of complete set of payrolls and print ORS	None	1 day	Administrative Officer IV
	1.15 Review and sign ORS and forward to FAS-OANS for signature	None	10 minutes	Chief Budget Office/Officer-in-Charge (Budget Division)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.16 Receive ORS and complete set of payrolls	None	10 minutes	Receipt and Control (FAS-OANS)
	1.17 Review and sign ORS	None	10 minutes	Assistant National Statistician for FAS
	1.18 Forward to Accounting Division	None	10 minutes	OANS-FAS Staff
	1.19 Receive complete set of payrolls	None	10 minutes	Receipt and Control (Accounting Division)
	1.20 Assign payroll number	None	1 day	Receipt and Control (Accounting Division)
	1.21 Verify attachments and computations in the payroll	None	3 days	Administrative Officer II
	1.22 Signing of payrolls by the Chief Accountant	None	1 day	Chief Accountant
	1.23 Forward to OANS-FAS for approval	None	10 minutes	Assistant National Statistician for FAS
	1.24 Receive payrolls	None	10 minutes	OANS-FAS staff
	1.25 Sign payrolls	None	1 day	Assistant National Statistician for FAS
	1.26 Forward to Cashier Section	None	10 minutes	Administrative Officer V (Cashier Section)
	1.27 Sign payrolls	None	1 day	Administrative Officer V (Cashier Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.28 Prepare and sign ADA	None	4 hours	Administrative Officer V (Cashier Section)
	1.29 Forward signed ADA to Accounting Division	None	10 minutes	Receipt and Control (Cashier Section)
	1.30 Receive signed ADA	None	10 minutes	Receipt and Control (Accounting Division)
	1.31 Sign ADA	None	10 minutes	Chief Accountant/Officer-in-Charge (Accounting Division)
	1.32 Forward ADA to OANS-FAS for approval	None	10 minutes	Receipt and Control (Accounting Division)
	1.33 Receive signed ADA	None	10 minutes	OANS-FAS Staff
	1.34 Approve ADA	None	10 minutes	Assistant National Statistician
	1.35 Forward approved ADA to Cashier Section	None	10 minutes	OANS-FAS Staff
	1.36 Transmit approved ADA to Landbank	None	2 hours and 10 minutes	Administrative Officer V (Cashier Section)
	1.37 Clear credited ADA to payroll account	None	1 day	Landbank
	TOTAL		15 days	

HUMAN RESOURCES DIVISION

1.Hiring of Successful Candidates to Plantilla Positions

[Issuance of Appointment to Selected Applicants (Transfer/Reappointment/Reemployment)]

The selected applicant must submit all the applicable requirements for Appointment preparation. The Secretariat will review the documents as to correctness and completeness. Once the submitted documents are correct and complete, the

Secretariat will print the Appointment Paper for signature of the Human Resource Management Officer, Chairperson of the Human Resource Merit Promotion and Selection Board, and the Appointing Authority/Officer.

Office or Division:	CRCO-FAS-HRD
Classification:	Complex
Type of Transaction:	Government to Client
Who may avail:	Selected Applicants (Transfer/Reappointment/Reemployment)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon application:	
a. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017)	To be prepared by the applicant (submit the original copy used during the application).
b. Work Experience Sheet (Attachment to CS Form No. 212) applicable to those with work experience	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an e-file of Work Experience Sheet for downloading.
c. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	Certificate of Eligibility issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); or Valid professional license issued by the Professional Regulation Commission (PRC)/Supreme Court of the Philippines (SC)/Maritime Industry Authority (MARINA) for positions involving practice of profession.
d. Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements	PSA Website uploaded an e-file of the Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements for downloading.
Upon selection:	
e. Position Description Form (DBM-CSC Form No. 1, Revised 2017)	CSC or PSA Website uploaded an e-file of Position Description Form for downloading.
f. Medical Certificate (CS Form No. 211, Revised 2018)	Licensed government physician.

g. Certificate of Live Birth	Philippine Statistics Authority or the Local Civil Registrar of the municipality or city where the birth was registered or recorded
h. Original Marriage Certificate (if applicable)	Philippine Statistics Authority or the Local Civil Registrar of the municipality or city where the marriage was registered or recorded
i. Pag-IBIG Member's Data Form (MDF)	Pag-IBIG Fund Office.
j. PhilHealth Member Data Record (MDR)	PhilHealth Office.
k. Bureau of Internal Revenue (BIR) Form No. 2316	BIR Form No. 2316 issued by the previous office of the selected applicant.
l. Statement of Assets, Liabilities, and Net Worth (SALN) Form	CSC Website uploaded an e-file of SALN for downloading.
m. Approved Request for Transfer	Issued by the previous office of the selected applicant.
n. Clearance Form (CS Form No. 7, Revised 2018)	
o. Certified true copy of pre-audited disbursement voucher of last salary and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	
p. Service Record	
q. Certification of Leave Credits or Leave Balance	
r. Oath of Data Privacy	The Human Resources Division (HRD) provides the Oath of Data Privacy form, which must be accomplished by the selected applicant.
s. Clearances <ul style="list-style-type: none"> • National Bureau of Investigation; • Police; and • Barangay 	National Bureau of Investigation (NBI), Police, and Barangay in the municipality or city where the applicant was registered or recorded.

Additional requirements for selected applicants to be assigned at PhilSys Registry Office (PRO):	
t. Metropolitan Trial Court or Regional Trial Court Clearance, whichever is applicable; and National Prosecution Service Clearance	Metropolitan Trial Court Office (MTC), Regional Trial Court Office (RTC), and Office of the City Prosecutor in the municipality or city where the applicant was registered or recorded.
u. Personal History Statement (PHS) Form	The HRD provides the PHS form, which must be accomplished by the selected applicant.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Review and receive the submitted requirements for appointment preparation of the selected applicant	None	4 hours	Administrative Officer II and Administrative Assistant V
	Preparation of Appointment Paper 1.1 Enter the appropriate information and print the Appointment Paper	None	1 day	Administrative Officer II and Administrative Assistant V
	1.2 Review and validate entries in the Appointment Paper	None	1 day	Supervising Administrative Officer; Administrative Officer V; and Administrative Officer II
	1.3 Prepare an Endorsement Memorandum for the Appointment Paper	None	1 hour	Administrative Officer II; Administrative Assistant V; and Administrative Aide V

	1.4 Review the Endorsement Memorandum and validate with the Appointment Paper	None	3 hours	Supervising Administrative Officer
	1.5 Forward the Appointment Paper for signature of the Human Resource Management Officer	None	1 day	Chief Administrative Officer and Supervising Administrative Officer
	1.6 Forward the Appointment Paper for signature of the Chairperson of the National Human Resource Merit Promotion and Selection Board	None	2 days	Chairperson of the NHRMPSB; Chief Administrative Officer; and Administrative Assistant V
	1.7 Forward the Endorsement Memorandum and Appointment Paper to the Appointing Authority	None	5 days	Appointing Authority; Supervising Administrative Officer; Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.8 Receive and photocopy the signed Appointment Paper	None	1 day	Administrative Officer II and Administrative Assistant V
	1.9 Issue the Appointment Paper to the concerned person	None	1 day	Supervising Administrative Officer; Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.10 Prepare the Oath of Office and Certification of Assumption to Duty	None	1 day	Administrative Officer II; Administrative Assistant V; and

				Administrative Aide V
	1.11 Prepare appointment transmittal form, with complete documents appointment paper, position description form, assumption to duty, oath of duty, authenticated CSC eligibility, Personal Data Sheet, Work Experience Sheet.	None	1 day	Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.12 Transmit of appointment transmittal form, with complete documents appointment paper, position description form, assumption to duty, oath of duty, authenticated CSC eligibility, Personal Data Sheet, Work Experience Sheet.	None	4 hours	Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.13 Receive attested appointment form and Position Description Form from CSC	None	4 hours	Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.14 Photocopy attested appointment form and Position Description Form	None	10 minutes	Administrative Aide V
	1.15 Issue attested appointment form and Position Description Form to appointee	None	10 minutes	Administrative Officer V and Administrative Officer II;

	TOTAL		13 days, 20 hours and 20 minutes	
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2. Request for Employee Records (Certificate of Employment and Service Record of PSA Regular Officials and Employees)

A Certificate of Employment (COE) is issued by Human Resources Division (HRD) upon request of Philippine Statistics Authority (PSA) employees for various purposes. The COE contains the status of employment of an employee with current position and station. Upon request, it may also include the monthly or annual compensation of the employee.

On the other hand, a Service Record (SR) is issued by HRD upon request of PSA employee/s for various purposes. It is generated from the Human Resource Information System (HRIS) where employee information is recorded. The SR contains the records of a government employee in the service from start to present or until separation from PSA.

Office or Division:	CRCO-FAS-HRD
Classification:	Simple
Type of Transaction:	G2G - Government-to-Government
Who may avail:	PSA regular officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled up HR Form No. 01 (for personal filing) or email request (if personnel cannot file personally)	Human Resources Division (HRD) or official email address (hrd.staff@psa.gov.ph)
2. Authorization letter (hard copy or soft copy sent through email) addressed to the HRD Chief or HRD Officer (if not personally filed)	Requesting client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Employee (COE)/Service Record (SR)	1.1 Evaluate the request form or authorization letter if	None	15 minutes	<i>Administrative Assistant III</i>

<ul style="list-style-type: none"> If filed personally, accomplish and submit HR Form No. 01 to the receipt and control desk of HRD If not filed personally, request through email addressed to HRD Chief or HRD Officer 	completely signed			
	1.2 Route the request to the personnel-in-charge for preparation	None	1 hour	<i>Administrative Assistant III</i>
	1.3 Evaluate the request, access personnel database, and print the COE/SR	None	4 hours	<i>Administrative Officer II</i>
	1.4 Initial and route the certificate to the Records Management Section Unit Head	None	15 minutes	<i>Administrative Officer II</i>
	1.5 Review, initial, and route the COE/SR to the Office of the Division Chief/ Authorized Officer for signature	None	4 hours	<i>Administrative Officer V</i>
	1.6 Review and sign the COE/SR and forward to the releasing clerk	None	4 hours	<i>Division Chief or Designated Officer-in-Charge</i>
	1.7 Scan the signed COE/SR for records and control purposes	None	15 minutes	<i>Administrative Assistant III</i>
	1.8 Prepare transmittal if request is for mailing	None	2 hours	<i>Administrative Assistant III</i>

	or Prepare the requested COE/SR for pick-up of the requesting client			
2. Claim the requested COE/SR	2.1 Issue feedback form for accomplishment of the client or authorized personnel	None	1 day	<i>Administrative Assistant III</i>
3. Submit accomplished feedback form	3.1 Forward the submitted accomplished feedback form to the designated HRD personnel in charge for records purposes	None	15 minutes	<i>Administrative Assistant III</i>
	TOTAL		3 days (On the assumption that the requester claims the document within 3 days)	

3. Hiring of Successful Candidates to Plantilla Positions [Issuance of Appointment to Selected Applicants (Promotion)]

The selected applicant must submit all the applicable requirements for Appointment preparation. The Secretariat will review the documents as to correctness and completeness. Once the submitted documents are correct and complete, the Secretariat will print the Appointment Paper for signature of the Human Resource Management Officer, Chairperson of the Human Resource Merit Promotion and Selection Board, and the Appointing Authority/Officer.

Office or Division:	CRC SO-FAS-HRD
Classification:	Complex
Type of Transaction:	G2C - Government to Client

Who may avail:	Selected Applicants (Promotion)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon application:	
a. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017)	To be prepared by the applicant (submit the original copy used during the application).
b. Work Experience Sheet (Attachment to CS Form No. 212) applicable to those with work experience	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website offers an e-file of Work Experience Sheet for downloading.
c. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	Certificate of Eligibility issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); or Valid professional license issued by the Professional Regulation Commission (PRC)/Supreme Court of the Philippines (SC)/Maritime Industry Authority (MARINA) for positions involving practice of profession.
d. Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements	PSA Website offers an e-file of the Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements for downloading.
Upon selection:	
e. Position Description Form (DBM-CSC Form No. 1, Revised 2017)	CSC or PSA Website offers an e-file of Position Description Form for downloading.
Additional requirements for promoted employees to be assigned at PhilSys Registry Office (PRO):	
f. Clearances <ul style="list-style-type: none"> • National Bureau of Investigation; • Police; • Barangay; • Metropolitan Trial Court or Regional Trial Court, whichever is applicable; and • National Prosecution Service 	Clearances issued by the National Bureau of Investigation (NBI), Police, Barangay, Metropolitan Trial Court Office (MTC), Regional Trial Court Office (RTC), Office of the City Prosecutor in the municipality or city where the applicant was registered or recorded.

g. Personal History Statement (PHS) Form	The Human Resources Division (HRD) provides the PHS form, which must be accomplished by the selected applicant.
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Review and receive the submitted requirements for appointment preparation of the selected applicant	None	1 hour	Administrative Officer II and Administrative Assistant V
	Preparation of Appointment Paper			Administrative Officer II and Administrative Assistant V
	2. Enter the appropriate information and print the Appointment Paper	None	1 day	
	3. Review and validate entries in the Appointment Paper	None	4 hours	Supervising Administrative Officer; Administrative Officer V; and Administrative Officer II
	4. Prepare an Endorsement Memorandum for the Appointment Paper	None	1 hour	Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	5. Review the Endorsement Memorandum and validate with the Appointment Paper	None	2 hours	Supervising Administrative Officer

	6. Forward the Appointment Paper for signature of the Human Resource Management Officer	None	1 day	Chief Administrative Officer and Supervising Administrative Officer
	7. Forward the Appointment Paper for signature of the Chairperson of the National HRMP SB	None	2 days	Chairperson of the NHRMP SB; Chief Administrative Officer; and Administrative Assistant V
	8. Forward the Endorsement Memorandum and Appointment Paper to the Appointing Authority	None	5 days	Appointing Authority; Supervising Administrative Officer; Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	9. Receive and photocopy the signed Appointment Paper	None	1 day	Administrative Officer II and Administrative Assistant V
	10. Issue the Appointment Paper to the concerned person	None	1 day	Supervising Administrative Officer; Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.11 Prepare the Oath of Office and Certification of Assumption to Duty	None	1 day	Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	TOTAL		12 days and 8 hours	

4. Processing of Leave Application (within Finance and Administrative Service)

Leave of absence is generally a right granted to PSA officials and employees not to report for work with or without pay as may be provided by law and rules and regulations prescribed by the Civil Service Commission.

Office or Division:	CRCO-FAS-HRD
Classification:	Complex
Type of Transaction:	G2G - Government-to-Government
Who may avail:	Finance and Administrative Service (FAS) regular employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Civil Service Commission (CSC) Form 6 (Leave Application Form)	Downloadable at PSA Net and CSC Website
<i>If Sick Leave of more than five (5) days:</i> Medical Certificate	Attending Physician
<i>If Leave is more than 30 days:</i> Office Clearance	Downloadable at PSA Net and CSC Website
<i>If Leave under Magna Carta for Women:</i> Medical Certificate Clinical Summary Histopathological Report Operative Technique Duration of the surgery/employee's estimated time of recuperation	Attending physician Attending physician Attending physician Attending physician Attending physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Human Resources Division (HRD) to file leave application or email HRD for assistance	1.1 Assist the employee to the designated computer with Leave Administration System then print filed Leave Application form	None	1 hour	Administrative Officer II
2. Sign filed Leave Application form	2.1 Record and forward the leave application form to the designated processor	None	1 hour	Administrative Officer II

	2.2 Affix initial and forward to immediate supervisor or next in rank for review	None	4 hours	<i>Administrative Officer IV Administrative Officer II</i>
	2.3 Review/Initial and forward the leave application form to the HRD Chief/Designated Officer-in-Charge for review and endorsement	None	4 hours	<i>Administrative Officer V</i>
	2.4 Affix signature on the Certification Leave Credits in box 7.A	None	1 day	<i>Chief Administrative Officer</i>
3. Receive the signed application for leave form from HRD (by client) Receive the application from the HRD Liaison Officer	3.1 Release the certified application for leave form to the client or Release application form to the office Secretary	None	1 day	<i>Administrative Assistant III/ HRD Liaison Officer</i>
4. Forward to office of the immediate supervisor for appropriate recommendation (Box 7.B)	4.1 Forward to the Immediate Supervisor	None	5 hours	<i>Office/Service/ Division Secretary</i>
	4.2 Evaluate and act on the application (Box 7.B)	None	1 day	<i>Supervisor/ Division Chief/ Unit Head of the client</i>
	4.3 Forward acted form to the approving official	None	2 hours	<i>Administrative Assistant III</i>
	4.4 Evaluate and act on the application form (7.C)	None	1 day	<i>ANS for FAS</i>
	4.5 Release the approved leave	None	4 hours	<i>Office/Service/ Division</i>

	application to HRD			<i>Administrative Assistant III (Secretary)</i>
	4.6 Receive, file and sort approved leave application form.	None	1 day	<i>Administrative Assistant II</i>
5. Receive from the HRD Liaison Officer a copy of approved leave application form	5.1 Deliver a copy of the approved leave application form to concerned official or employee	None	1 day	<i>Administrative Assistant II</i>
6. Fill out and submit feedback form	6.1 Issue feedback form for accomplishment of the client and forward accomplished feedback form to the designated HR officer for records and monitoring.	None	20 minutes	<i>Administrative Assistant III</i>
	TOTAL		6 days, 21 hours, and 20 minutes (includes waiting time)	

5. Processing of Leave Application (Other PSA Central Office operating units)

Leave of absence is generally a right granted to PSA officials and employees not to report for work with or without pay as may be provided by law and rules and regulations prescribed by the Civil Service Commission.

Office or Division:	CRCO-FAS-HRD
Classification:	Complex
Type of Transaction:	G2G - Government-to-Government
Who may avail:	PSA regular employees of other Central Office operating units except Finance and Administrative Service
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Civil Service Commission (CSC) Form 6 (Leave Application Form)	Downloadable at PSA Net and CSC Website
<i>If Sick Leave of more than five (5) days:</i>	Attending Physician

<p>Medical Certificate</p> <p><i>If Leave is more than 30 days:</i> Office Clearance</p> <p><i>If Leave under Magna Carta for Women:</i> Medical Certificate Clinical Summary Histopathological Report Operative Technique Duration of the surgery/employee's estimated time of recuperation</p>	<p>Downloadable at PSA Net and CSC Website (to be provided by employees filing leave)</p> <p>Attending physician Attending physician Attending physician Attending physician Attending physician</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit personally the accomplished CSC Form 6 (leave application form) or Email/send thru courier	1.1 Receive, record and forward the leave application form to the designated processor	None	2 hours	<i>Administrative Assistant III</i>
	1.2 Retrieve leave card from files and determine leave balance	None	1 day	<i>Administrative Officer IV Administrative Officer II</i>
	1.3 Encode the updated leave balance under certification of leave (Box 7.A of the leave application form) and forward to immediate officer or next in rank for review	None	4 hours	<i>Administrative Officer IV Administrative Officer II</i>
	1.4 Review/Initial and forward the leave application form to the immediate supervisor for review and	None	4 hours	<i>Administrative Officer V</i>

	endorsement to HRD Chief			
	1.5 Affix signature on the Certification Leave Credits in box 7.A	None	2 days	Chief Administrative Officer
2. Receive the signed application for leave form from HRD (by client) Receive the application from the HRD Liaison Officer	2.1 Release the certified application for leave form to the client or Release application form to the office Secretary	None	2 days	Administrative Assistant III/ HRD Liaison Officer
3. Forward to office of the immediate supervisor for appropriate recommendation (Box 7.B)	1. Record and forward to the Immediate Supervisor	None	5 hours	Office/Service/ Division Secretary
	2. Evaluate and act on the application (Box 7.B)	None	3 days	Supervisor/ Division Chief/Unit Head of the employee
	3. Forward acted form to the approving official	None	4 hours	Administrative Assistant III
	4. Evaluate and act on the application form (7.C)	None	3 days	ANS/DNS/NS
	5. Release the approved leave application to HRD	None	1 day	Office/Service/ Division Administrative Assistant III (Secretary)
	3.6 Receive, file and sort approved leave application form.	None	4 hours	Administrative Assistant II
4. Receive from the HRD Liaison Officer a copy of approved leave application form	4.1 Deliver a copy of the approved leave application form to concerned official or employee	None	1 day	Administrative Assistant II

5. Fill out and submit feedback form	5.1 Issue feedback form for accomplishment of the client and forward accomplished feedback form to the designated HR officer for records and monitoring.	None	20 minutes	<i>Administrative Assistant III</i>
	TOTAL		13 days and 23 hours (includes waiting time)	

Hiring of Successful Candidates to Plantilla Positions [Issuance of Appointment to Selected Applicants (Original Appointment)]

The selected applicant must submit all the applicable requirements for Appointment preparation. The Secretariat will review the documents as to correctness and completeness. Once the submitted documents are correct and complete, the Secretariat will print the Appointment Paper for signature of the Human Resource Management Officer, Chairperson of the Human Resource Merit Promotion and Selection Board, and the Appointing Authority/Officer.

Office or Division:	CRCO-FAS-HRD
Classification:	Complex
Type of Transaction:	Government to Client
Who may avail:	Selected Applicants (Original Appointment)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon application:	
a. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017)	To be prepared by the applicant (submit the original copy used during the application).
b. Work Experience Sheet (Attachment to CS Form No. 212) applicable to those with work experience	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website offers an e-file of Work Experience Sheet for downloading.

c. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	Certificate of Eligibility issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); or Valid professional license issued by the Professional Regulation Commission (PRC)/Supreme Court of the Philippines (SC)/Maritime Industry Authority (MARINA) for positions involving practice of profession.
d. Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements	PSA Website offers an e-file of the Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements for downloading.
Upon selection:	
e. Position Description Form (DBM-CSC Form No. 1, Revised 2017)	CSC or PSA Website offers an e-file of Position Description Form for downloading.
f. Medical Certificate (CS Form No. 211, Revised 2018)	A Medical Certificate issued by a licensed government physician.
g. Certificate of Live Birth	A Certificate of Live Birth duly authenticated by the Philippine Statistics Authority or the Local Civil Registrar of the municipality or city where the birth was registered or recorded
h. Marriage Certificate (if applicable)	Original Marriage Contract/Certificate duly authenticated by the Philippine Statistics Authority or the Local Civil Registrar of the municipality or city where the marriage was registered or recorded
i. Pag-IBIG Member's Data Form (MDF)	Pag-IBIG MDF issued by the Pag-IBIG Fund Office.
j. PhilHealth Member Data Record (MDR)	PhilHealth MDR issued by the PhilHealth Office.
k. Bureau of Internal Revenue (BIR) Form No. 1905 or BIR Form No. 2316, whichever is applicable	BIR Form No. 1905 issued by the BIR Revenue District Office (RDO) where the selected applicant is registered; and BIR Form No. 2316 issued by the previous office or agency of the selected applicant.
l. Statement of Assets, Liabilities, and Net Worth (SALN) Form	CSC Website offers an e-file of SALN for downloading.

m. Oath of Data Privacy	The Human Resources Division (HRD) provides the Oath of Data Privacy form, which must be accomplished by the selected applicant.
n. Clearances <ul style="list-style-type: none"> • National Bureau of Investigation; • Police; and • Barangay 	Clearances issued by the National Bureau of Investigation (NBI), Police, and Barangay in the municipality or city where the applicant was registered or recorded
Additional requirements for selected applicants to be assigned at PhilSys Registry Office (PRO):	
o. Metropolitan Trial Court or Regional Trial Court Clearance, whichever is applicable; and National Prosecution Service Clearance	Clearances issued by the Metropolitan Trial Court Office (MTC), Regional Trial Court Office (RTC), and Office of the City Prosecutor in the municipality or city where the applicant was registered or recorded.
p. Personal History Statement (PHS) Form	The HRD provides the PHS form, which must be accomplished by the selected applicant.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Review and receive the submitted requirements for appointment preparation of the selected applicant	None	4 hours	Administrative Officer II and Administrative Assistant V
	Preparation of Appointment Paper 1.2 Enter the appropriate information and print the Appointment Paper	None	1 day	Administrative Officer II and Administrative Assistant V
	1.3 Review and validate entries in the Appointment Paper	None	1 day	Supervising Administrative Officer; Administrative Officer V; and

				Administrative Officer II
	1.4 Prepare an Endorsement Memorandum for the Appointment Paper	None	1 hour	Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.5 Review the Endorsement Memorandum and validate with the Appointment Paper	None	3 hours	Supervising Administrative Officer
	1.6 Forward the Appointment Paper for signature of the Human Resource Management Officer	None	1 day	Chief Administrative Officer and Supervising Administrative Officer
	1.7 Forward the Appointment Paper for signature of the Chairperson of the National HRMPSB	None	2 days	Chairperson of the NHRMPSB; Chief Administrative Officer; and Administrative Assistant V
	1.8 Forward the Endorsement Memorandum and Appointment Paper to the Appointing Authority	None	5 days	Appointing Authority; Supervising Administrative Officer; Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.9 Receive and photocopy the signed Appointment Paper	None	1 day	Administrative Officer II and Administrative Assistant V
	1.10 Issue the Appointment Paper to the concerned person	None	1 day	Supervising Administrative Officer;

				Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	1.11 Prepare the Oath of Office and Certification of Assumption to Duty	None	1 day	Administrative Officer II; Administrative Assistant V; and Administrative Aide V
	TOTAL		13 days and 8 hours	

GENERAL SERVICES DIVISION

1. Issuance of Common-Use Supplies and equipment

Distribution of office supplies and equipment as requested.

Division:	General Services Division, Supply Unit
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	PSA officials, employees and COSWs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition and Issue Slip (RIS) (3 original copies)	PSAnet

CLIENT STEPS	AGENCY ACTIONS	PROCESSING FEE	PROCESSING TIME	RESPONSIBLE PERSON
1. Prepare/submit Requisition and Issue Slip (RIS)	1.1 Approve RIS	None	4 hours	Chief Administrative Officer
	1.2 Receive and control approved RIS	None	15 minutes	Administrative Officer I; Administrative Assistant III
2. Receive items requested	2.1 Issue available common-use supplies and materials	None	45 minutes	Administrative Officer I; Administrative Assistant III

CLIENT STEPS	AGENCY ACTIONS	PROCESSING FEE	PROCESSING TIME	RESPONSIBLE PERSON
	as requested			
3. Acknowledge receipt of items requested	3.1 Ensure that the RIS has been signed by the requester	None	30 minutes	Administrative Officer I; Administrative Assistant III
TOTAL:		None	3 hours 30 minutes	

2. Provision of Transportation Service for Outside Metro Manila

For official use of transportation service for PSA officials and employees.

Office or Division:	General Services Division, Transportation and Motorpool Unit
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	PSA officials, employees and COSWs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Driver's Trip Ticket (destination is outside Metro Manila) Special Order (with name of the driver and details about the vehicle)	PSAnet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Driver's Trip Ticket (DTT) to Motor Pool Unit/	1.1 Receive and screen details of the accomplished DTT	None	5 minutes	Administrative Aide VI COSW
	1.2 Assign available driver and vehicle	None	1 hour	Administrative Aide VI COSW

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TAM Bldg.	1.3 Return DTT to end-user as reference in the preparation of Special Order (SO)	None	4 hours	Administrative Aide VI COSW
2. Submit approved SO with the name of the assigned driver and details about the vehicle	2.1 Receive and check details about the assigned driver and the vehicle	None	3 minutes	Administrative Aide VI COSW
	2.2 Sign the recommending approval on the DTT and endorse to Division Chief (DC) for Approval	None	4 hours	Unit Head
	2.3 Approve DTT	None	4 hours	Chief Administrative Officer (GSD)
	2.4 Issue approved DTT to assigned driver	None	1 hour	Administrative Aide VI COSW
Accomplish Passengers' Satisfaction/Driver's Performance Rating	3.1 Check the completeness of entries in the evaluation form	None	3 minutes	Administrative Assistant II; Administrative Aide VI
4. Certify correctness of travel completed	3.2 Ensure that the certification has been signed by the passenger	None	3 minutes	Administrative Assistant II; Administrative Aide VI
	3.3 Submit duly accomplished DTT to the TMU	None	15 minutes	Administrative Assistant II; Administrative Aide VI
TOTAL		None	1 day, 2 hours and 29 minutes	

1. Provision of Transportation Service to PSA Officials and Employee (Within Metro Manila)

For official use of available transportation service of PSA officials and employees within Metro Manila.

Office or Division:	General Services Division, Motor Pool Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PSA officials, employees and COSWs
CHECKLIST REQUIREMENTS	OF WHERE TO SECURE
Driver's Trip Ticket (destination is within Metro Manila)	PSAnet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Driver's Trip Ticket (DTT) to Motor Pool Unit/TAM Bldg.	1.1 Receive and screen details of the accomplished DTT	None	5 minutes	Administrative Aide VI COSW
	Assign available driver and vehicle	None	1 hour	Administrative Aide VI COSW
	1.3 Sign the recommending approval on the DTT and endorse to Division Chief (DC) for Approval	None	4 hours	Unit Head
	1.4 Approve DTT	None	1 day	Chief Administrative Officer (GSD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Issue approved DTT to assigned driver	None	1 hour	Administrative Aide VI COSW
2. Accomplish Passengers' Satisfaction/ Driver's Performance Rating	2.1 Check the completeness of entries in the evaluation form	None	3 minutes	Administrative Assistant II (Driver); Administrative Aide VI
3. Certify Correctness of travel completed	3.1 Ensure that the certification has been signed by the passenger	None	3 minutes	Administrative Assistant II (Driver); Administrative Aide VI
	3.2 Submit duly accomplished DTT to the TMU	None	15 minutes	Administrative Assistant II (Driver); Administrative Aide VI
TOTAL:		None	1. day 2 hours and 21 minutes	

2. Non-Provision of Transportation Service Due to Non-Availability of Driver and Service Vehicles

Non-availability of transportation service to PSA officials and employees

Office or Division:	General Services Division, Motor Pool Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PSA officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Driver's Trip Ticket	PSANet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Driver's Trip Ticket (DTT) to Motor Pool Unit	1.1 Receive, control and screen details of the accomplished DTT	None	5 minutes	Administrative Aide VI COSW
	1.2 Check given schedule as availability of driver/vehicle	None	15 minutes	Administrative Aide VI COSW
	1.3 If not available, Stamped 'No Available Vehicle' as per request	None	5 minutes	Administrative Aide VI COSW
	1.4 Add control number on the stamped part and encode the details on the system	None	5 minutes	Administrative Aide VI COSW
	1.5 Sign the Stamped part	None	5 minutes	Unit Head
TOTAL		None	35 minutes	

3. Dissemination of Submitted Office Issuances, Memorandums and Advisories through the EASyDocs

Uploading in the EASyDocs Office Issuances, Memorandum and Advisories for information dissemination purposes.

Office or Division:	General Services Division, Records Management Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	PSA officials, employees, and Contract of Service Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Office Issuances, Memorandums and Advisories	Records Management Section, 11 th Floor Cyberpod One Eton Centris

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Office Issuances, Memorandum, Advisories to Records Management Section	1.1 Receive and control submitted documents	None	5 minutes	Administrative Officer I
	1.2 Encode documents	None	10 minutes	Administrative Officer I
	1.3 Scan and upload submitted documents to Electronic Access System for PSA Documents (EASyDocs).	None	35 minutes	Administrative Officer I
	1.4 File the submitted documents	None	10 minutes	Administrative Officer I
TOTAL:		None	1 hour	

4. Purchasing of Public Bidding Documents

Sale and distribution of public bidding documents to prospective bidders

Office or Division:	General Services Division, BAC Secretariat
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Prospective Bidder
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Approved Office Issuances, Memoranda and Advisories	Bids and Awards Committee Secretariat (BAC Sec), 11 th Floor Cyberpod One Eton Centris
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Public Bidding Document (PBD) payment form	1.1 Receive, check and submit to Accounting Division (AD)	None	10 minutes	Administrative Officer II
	1.2 Prepare and approve Order of Payment	None	15 minutes	Administrative Officer II; Chief Administrative Officer (GSD)
	1.3 Transmit the approved Order of Payment to BAC Sec		10 minutes	
	1.4 Submit approved Order of Payment to Cash Management Section for the preparation of Official Receipt	None	10 minutes	Administrative Officer II
2. Pay the specific amount (in Philippine Peso) based on standard rates stated in 2016 Revised IRR of RA 9184	2.1 Receive and check the payment of the prospective bidder	<p>For ABC P500,000.00 and below = P500.00</p> <p>More than P500,000 up to P1M = P1,000.00</p> <p>More than P1M up to P5M = P5,000.00</p> <p>P5M up to P10M = P10,000.00</p>	15 minutes	Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>₱10M to ₱50 M = ₱25,000.00</p> <p>₱50M to ₱500M = ₱50,000.00</p> <p>More than ₱500M = ₱75,000.00</p>		
	2.2 Issue Official Receipt (OR)	None	10 minutes	Administrative Officer II
3. Present OR to BAC Sec	3.1 Receive, check and secure a copy of OR, OOP, PBD payment form for reference	None	10 minutes	Administrative Officer II
	3.2 Issue PBD together with original OR to the prospective bidder	None	5 minutes	Administrative Officer II
4. Acknowledge/sign the receipt of Public Bidding Documents in the copy of BAC Sec	4.1 Check and ensure that the acknowledgement has been signed by the bidder	None	5 minutes	Administrative Officer II
TOTAL		None	1 hour and 25 minutes	

5. Facilitation of Room Reservation

Facilitate the provision of function rooms to accommodate participants to meetings, trainings, workshops and conferences based on prior reservations.

Office or Division:	General Services Division – General Administrative Support Unit
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	PSA officials, employees and COSWs
CHECKLIST REQUIREMENTS OF	WHERE TO SECURE
Room Reservation Form	Head Unit, 11/F., Centris One Eton, Quezon City

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Room Reservation Form through fax, email, or hand carried	1.1 Receive and control of the form	None	2 minutes	Administrative Assistant V; Administrative Assistant II
	1.2 Check the availability of the room	None	2 minutes	Administrative Assistant II
	1.3 If without available room, decline request and coordinate with the requester through phone/email	None	5 minutes	Administrative Assistant II
	1.4 If with available room, log and reserve room/s as requested; coordinate with the requester, then print the signage for posting during the scheduled meeting	None	5 minutes	Administrative Assistant II
TOTAL:		None	14 minutes	

6. Issuance of Summary of Property Accountability Form to PSA Employees

Verification of property accountabilities of employees and provision of Summary of Property Accountability Form to PSA employees as requested.

Office or Division:	General Services Division, Property Unit
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	PSA officials, and employees
CHECKLIST REQUIREMENTS	OF WHERE TO SECURE
Request for Property Accountability Form, email, list of summary Accountability	PSAnet GSD-Property Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request of Summary Property Accountability Form	1.1 Receive, control and route to designated Property Unit staff (Office/Service/Regional Office/Provincial Office)	None	3 minutes	Administrative Assistant III
	1.2 Designated Property Unit staff to verify from the Legacy: 1. Property and Equipment Inventory and Tracking System (PEITS); 2. Logbook 1. Asset Tracking System (ATS); and 2. ATSV2	None	2 days	Administrative Officer III; Administrative Assistant IV; and Administrative Assistant III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Print the Summary of Property Accountability of the employee	None	3 minutes	Administrative Officer II; and Administrative Assistant IV
	1.4 Review and sign the Property Accountability	None	4 hours	Administrative Officer IV
	If with correction, return to concerned staff for editing	None	1 hour	Administrative Officer III; Administrative Assistant IV; and Administrative Assistant III
	Concerned staff to reflect the corrections		10 minutes	
	1.5 Sign the printed Summary of Property Accountability	None	1 minute	Administrative Officer III; Administrative Assistant IV; and Administrative Assistant III
	1.6 Review and sign printed copy	None	3 minutes	Administrative Officer V; and Administrative Officer IV
	1.7 For signature of the Chief Administrative Officer/OIC for signature	None	3 minutes	Chief Administrative Officer/OIC
	1.8 Record the Summary of Property Accountability in the logbook	None	1 minute	Administrative Assistant III
2. Receive the Summary of Property Accountability	2.1 Release the printed copy of the summary of property accountability	None	2 minute	Administrative Officer III; Administrative Assistant IV; and Administrative Assistant III
	for email:		5 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Scan and email the property Accountability			
TOTAL		None	2 days and 5 hours and 30 minutes	

CIVIL REGISTRATION SERVICE

1. Authentication of Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase I (CRS-ITP1)

PSA authenticates recently registered birth document of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder: <ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store

Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Photocopy of the Birth Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or Civil Registry Form No. 1A (Birth-available) of the transcription of Facts of Birth from the Registry Book of Birth issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)	City/Municipal Civil Registry Office where the event has taken place and has been registered.
If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Authorized Representative	
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	Document owner

<ol style="list-style-type: none"> 1) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person. 	
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Biological or Legal Parent (Father/Mother) and Direct Descendant (Son/Daughter)	
Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
5. Special Cases Clients	

5.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ol style="list-style-type: none"> 1) Barangay Certification that the minor is in the custody of the client/guardian (1 original) 2) School ID/Report Card of the minor that indicate the name of the client's Guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
5.2 Mother of the non-marital unacknowledged child	
<p>Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
5.3 Father of the non-marital acknowledged child	
<p>Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Reminder:</p> <ul style="list-style-type: none"> ▪ The name of the Father should appear in the Birth Certificate of the child. 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)	
<p>Duly notarized Affidavit of Kinship stating therein that he/she is the closest surviving relative (1 original)</p>	<p>Lawyer/Notary Public</p>
<p>Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

6. Priority Clients	
6.1 Senior Citizen requesting for the authentication of his/her own birth document, spouse, parents and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for the authentication of his/her own birth document, spouse, parents & son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.3 Pregnant Woman requesting for the authentication of her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.4 Health and Emergency Frontline Service Provider requesting for the authentication of his/her own document, spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority

<p><u>Reminder:</u></p> <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for Authentication of own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, 	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<p>SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <ul style="list-style-type: none"> CRS Appointment Slip bearing the name of the AR. <p>2.1 If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>4. Get Queue Ticket Number (QTN).</p>	<p>4.1 Ensure that QTN is ready for distribution.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p>

				Outlet Manager/ Chief, CRSD
5. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	5.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.	None	2 minutes	Information Marshal, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
6. Proceed to the screening area. 6.1 Present the AF and the required documents to the screener for completeness check.	6.1 Screen the certified photocopy of the Birth Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements. 6.2 Return the certified photocopy of the Birth Certificate issued by the LCRO, the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.	None	10 minutes	Screeners PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
7. Proceed to the payment window. 7.1. Submit the AF and the required documents to the Payment Window.	7.1 Check the AF and the requirements. 7.2 Encode the details of the requests.	<u>Total Fee:</u> Php 155.00 per copy <u>Breakdown:</u>	10 minutes	Collecting Officer, PSA Civil Registry System Outlet Team Leader,

<p>7.2 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). ▪ Make sure to count the change before leaving the counter. 	<p>7.3 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>7.4 Indicate in the OR the date and the estimated time of release.</p> <p>7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>7.6 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the authenticated document.</p> <p><u>For Priority Clients:</u></p> <p>7.7 Write a “Priority Lane or PL” in the AF of the Priority Client and instruct to remain for the release of the requested document on Priority Lane Releasing Windows</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>7.8 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>7.8.1 Return the validated PhilID card/ePhilID to the client.</p>	<p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>		<p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
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	<p>7.9 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>7.10 Forward the AF and certified photocopy of Birth Certificate to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>			
8. Proceed to the Releasing Area and wait while the request is being processed.	<p>8.1 Control the authentication request for documentation.</p> <p>8.2 Verify from the CRS database the request/s on the basis of the details that has been written by the client in the AF – Birth Certificate.</p> <p>Conduct atleast five (5) unique queries from the CICA System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>8.2.1 In the event that the document being requested for authentication is already <u>available in the CRS Database</u>, the application is treated as copy issuance.</p> <p>8.2.2 Print the document in CRS Security Paper (SECPA).</p> <p>8.2.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p>	None	2 hours	Request Service Officer, PSA Civil Registry System Outlet

	<p>8.2.4 Match and sort the printed document with the corresponding AF.</p> <p>8.3 In case the document is <u>not yet</u> enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the CICA System.</p> <p>8.3.1 If the <u>signature matches</u>, stamp the document for the approval/signature of the Authentication Officer/Outlet Supervisor.</p> <p>8.4 If the signature of the issuing officer from the LCRO <u>failed the validation process</u>, a Rejection Slip is to be issued.</p> <p>8.5 Forward the document/result of verification for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
9. Wait for the name of the document owner/client to be called.	9.1 Announce in batch the names of the document owner/client and the type of document that are ready for release.	None	20 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or</p>

				Outlet Manager/ Chief, CRSD
<p>10. Proceed to the Releasing Window where the document owner/ client's name was called.</p> <p>10.1 Present the ORIGINAL OR and other requirements.</p>	<p>10.1 Check the OR as to the scheduled date and time of release.</p> <p>10.2 Require the client to present/ submit the requirements and check for correctness and completeness before releasing the request.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>10.3 Check the validity of the PhilID Card presented through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.3.1 Return the validated PhilID card/ePhilID to the client.</p> <p>10.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>11. Check the document.</p> <p>11.1 Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Issue the result of the verification:</p> <p>11.1.1 If the document passed the Authentication process, issue the PSA-authenticated document.</p> <p>11.1.2 If the document is available in the CRS Database, issue the PSA copy of the Birth Certificate.</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p>

	<p>11.1.3 For those authentication requests that failed the validation process, return the Certified Photocopy of the Birth Certificate submitted for authentication together with the Rejection Slip to the client.</p> <p>11.1.3.1 Advise the client to get another Certified Photocopy of the Birth Certificate from the LCRO.</p> <p>11.2 Require the client to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>11.3 Ensure to write in PRINT the name of the client, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>11.4 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>11.5 Affix the initials of the Releasing Officer in the OR.</p> <p>11.6 Release the document to the client.</p> <p>11.7 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			or Outlet Manager/ Chief, CRSD
TOTAL PROCESSING TIME: <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.				

2. Authentication of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase I (CRS-ITP1)

PSA authenticates recently registered death document of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) –Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Photocopy of the Death Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or	City/Municipal Civil Registry Office where the event has taken place and has been registered.
Civil Registry Form No. 2A (Death-available) of the transcription of Facts of Death from the Registry Book of Death issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)	
If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	
Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment	City Treasurer's Office

of the LGU Add-on Fee as per City Ordinance (1 copy)	
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Requester	
2.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
Duly notarized Affidavit of Kinship stating therein that he/she is the closest surviving relative (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the client as legal guardian (1 original and photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
1) Barangay Certification that the minor is in the custody of the client/guardian (1 original)	Office of the Barangay where the Guardian currently resides
2) School ID/Report Card of the minor that indicates the name of the client as Guardian	Educational institution recognized by the Department of Education
Valid Identity Document (ID) of the guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	

Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Priority Clients	
3.1 Senior Citizen requesting for the authentication of death certificate of his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for the authentication of death certificate of his/her spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
3.3 Pregnant Woman requesting for the authentication of death certificate of her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3.4 Health and Emergency Frontline Service Provider requesting for the authentication of	

death certificate of his/her spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
3.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. 	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. Reminder: <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for Authentication of Death Certificate, of his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment. 	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD

<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>1.1 If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>4. Get Queue Ticket Number (QTN)</p>	<p>4.1 Ensure that QTN is ready for distribution</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p>
<p>5. Get an Application Form-Death Certificate (Yellow Form) from the AF dispenser and fill-out</p>	<p>5.1 Ensure that the necessary AF - Death Certificate is made available at the AF dispenser.</p>	None	1 minute	<p>Information Marshall, PSA Civil Registry</p>

the required information in PRINTED LETTERS.				<p>System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>6. Proceed to the screening area.</p> <p>6.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>6.1 Screen the certified photocopy of the Death Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>6.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>6.3 Return the validated PhilID card/ePhilID to the client.</p> <p>6.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>6.5 Return the certified photocopy of the Death Certificate issued by</p>	None	10 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	the LCRO, the AF and the ID(s) and/or SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.			
<p>7. Proceed to the payment window.</p> <p>7.1 Submit the AF and the required documents to the Payment Window.</p> <p>7.2 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. 	<p>7.1 Check the AF and the requirements.</p> <p>7.2 Encode the details of the requests.</p> <p>7.3 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>7.4 Indicate therein the date and estimated time of release.</p> <p>7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>7.6 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the authenticated document.</p> <p><u>For Priority Clients:</u></p> <p>7.7 Write a "Priority Lane or PL" in the AF of the Priority Client and instruct to remain for the release of the requested document on Priority Lane Releasing Windows</p> <p>7.8 Forward the AF and certified photocopy of Death Certificate to the Request Service Officer (RSO) for verification</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	from the Civil Registry System (CRS) Database.			
8. Proceed to the Releasing Area and wait while the request is being processed.	<p>8.1 Control the authentication request for documentation.</p> <p>8.2 Verify from the CRS database the request/s on the basis of details that has been written by the requester in the AF-Death Certificate.</p> <p>Conduct atleast five (5) unique queries from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>8.2.1 In the event that the document being requested for authentication is already <u>available in the CRS database</u>, the application is treated as copy issuance.</p> <p>8.2.2 Print the document in CRS Security Paper (SECPA).</p> <p>8.2.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>8.2.4 Match and sort the printed document with the corresponding AF.</p> <p>8.3 In case the document is <u>not yet</u> enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing</p>	None	2 hours	Request Service Officer, PSA Civil Registry System Outlet Barcode Controller, PSA Civil Registry System Outlet

	<p>officer) from the CICA System.</p> <p>8.3.1 If the <u>signature matches</u>, stamp the document for the approval/signature of the Authentication Officer/Outlet Supervisor.</p> <p>8.4 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>8.5 Forward the document/result of verification for release to the Releasing Area</p>			<p>Sorter/Matcher, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
9. Wait for the name of the deceased person/client to be called.	9.1 Announce in batch the name of deceased person/client and the type of document being requested that are ready for release.	None	20 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

<p>10. Proceed to the Releasing Window where the deceased person/client's name was called.</p> <p>10.1 Present the ORIGINAL OR and other requirements.</p>	<p>10.1 Check the OR as to the scheduled date and time of release.</p> <p>10.2 Require the client to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>10.3 Check the validity of the PhilID Card presented through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.4 Return the validated PhilID card/ePhilID to the client.</p> <p>10.5 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p>	None	10 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>11. Check the document.</p> <p>11.1 Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Issue the result of the verification:</p> <p>11.1.1 If the document passed the Authentication process, issue the PSA-authenticated document.</p> <p>11.1.2 If the document is available in the CRS Database, issue the PSA copy of the Death Certificate.</p> <p>11.1.3 For those authentication requests that failed the validation process, return the</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p>

	<p>Certified Photocopy of the Death Certificate submitted for authentication together with the Rejection Slip to the client.</p> <p>11.1.3.1 Advise the client to get another Certified Photocopy of the Death Certificate from the LCRO.</p> <p>11.2 Require the client to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>11.3 Ensure to write in PRINT the name of the client, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>11.4 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>11.5 Affix the initials of the Releasing Officer in the OR.</p> <p>11.6 Release the document to the client.</p> <p>11.7 Attach all the requirements: QTN, CRS Appointment Slip (if printed), SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			or Outlet Manager/ Chief, CRSD
TOTAL PROCESSING TIME: <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.				

3. Authentication of Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase I (CRS-ITP1)

PSA authenticates recently registered marriage document of contracting parties not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Photocopy of the Marriage Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or	City/Municipal Civil Registry Office where the event has taken place and has been registered.
Civil Registry Form No. 3A (Marriage-available) of the transcription of Facts of Marriage from the Registry Book of Marriage issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)	
If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	
Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Spouses/Husband and Wife)	

Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
3. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
Original copy of the duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy). Reminder: ▪ For authorization letter/ Special Power of Attorney (SPA) received from abroad the document owner should provide a scanned/or photocopy of the passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 7) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 8) Indicate the type of document, and must be able to provide the specific details required in the AF; 9) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; 10) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 11) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 12) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person. 	Any of the contracting parties (husband or wife) authorizing the representative
6. Priority Clients	
6.1 Senior Citizen requesting for the authentication of his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for the authentication of his/her own marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization

	with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.3 Pregnant Woman requesting for the authentication of her own marriage document and parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for the authentication of his/her own document, spouse and parents	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority
<u>Reminder:</u>	
<ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. <u>Reminder:</u>	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/

<ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for Authentication of own Marriage Certificate, or his/her or parents, are allowed to transact in the outlet without an appointment. 				Chief, CRSD
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. ▪ CRS Appointment Slip bearing the name of the AR. <p>2.1 If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>4. Get Queue Ticket number (QTN)</p>	<p>4.1 Ensure that QTN is ready for distribution.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>
<p>5. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>5.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser.</p>	None	2 minute	<p>Information Marshall, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief,</p>

				CRSD
<p>6. Proceed to the screening area.</p> <p>6.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>6.1 Screen the certified photocopy of the Marriage Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>6.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>6.3 Return the validated PhilID card/ePhilID to the client.</p> <p>6.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>6.5 Return the certified photocopy of the Marriage Certificate issued by the LCRO, the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>	None	10 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>7. Proceed to the payment window.</p> <p>7.1 Submit the AF and the required documents to the Payment Window.</p> <p>7.2 Pay the corresponding fee for the request, either in cash or</p>	<p>7.1 Check the AF and the requirements.</p> <p>7.2 Encode the details of the request.</p> <p>7.3 Accept the corresponding payment and generate an Official Receipt (OR).</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry</p>

<p>through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). ▪ Make sure to count the change before leaving the counter 	<p>7.4 Indicate therein the date and estimated time of release.</p> <p>7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>7.6 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the authenticated document.</p> <p><u>For Priority Clients:</u></p> <p>7.7 Write a “Priority Lane or PL” in the AF of the Priority Client and instruct to remain for the release of the requested document on Priority Lane Releasing Windows</p> <p>7.8 Forward the AF and the certified photocopy of the Marriage Certificate to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Documentary Stamp Tax -Php 30.00</p>		<p>System Outlet</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>8. Proceed to the Releasing Area and wait while the request is being processed.</p>	<p>8.1 Control the authentication request for documentation.</p> <p>8.2 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Marriage Certificate.</p> <p>Conduct atleast five (5) unique queries from the CICA System pursuant to the PSA Office Memorandum No.</p>	<p>None</p>	<p>2 hours</p>	<p>Request Service Officer, PSA Civil Registry System Outlet</p>

	<p>2021-139 dated 01 June 2021.</p> <p>8.2.1 In the event that the document being requested for authentication is already <u>available in the CRS database</u>, the application is treated as copy issuance.</p> <p>8.2.2 Print the result of verification in CRS Security Paper (SECPA).</p> <p>8.2.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>8.2.4 Match and sort the printed document with the corresponding AF.</p> <p>8.3 In case the document is <u>not yet</u> enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the CICA System.</p> <p>8.3.1 If the <u>signature matches</u>, stamp the document for the approval/signature of the Authentication Officer/Outlet Supervisor.</p> <p>8.4 If the signature of the issuing officer from the Local Civil Registry Office (LCRO) <u>failed the validation process</u>, a Rejection Slip is to be issued.</p>			<p>Barcode Controller, PSA Civil Registry System Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or</p>
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	8.5 Forward the document/result of verification for release to the Releasing Area.			Outlet Manager/ Chief, CRSD
9. Wait for the name of the document owner/client to be called.	9.1 Announce in batch the names of document owners/client and the type of requests that are ready for release.	None	20 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
10. Proceed to the Releasing Window where the document owner/client's name was called. 10.1 Present the ORIGINAL OR and other requirements.	10.1 Check the OR as to the scheduled date and time of release. 10.2 Require the client to present/ submit the requirements and check for correctness and completeness before releasing the request. <u>For PhilID card /ePhilID holders:</u> 10.3 Check the validity of the PhilID Card presented through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID use PhilSys Check.	None	10 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or

	<p>10.4 Return the validated PhilID card/ePhilID to the client.</p> <p>10.5 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p>			Outlet Manager/ Chief, CRSD
<p>11. Check the document.</p> <p>11.1 Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Issue the result of the verification:</p> <p>11.1.1 If the document passed the Authentication process, issue the PSA-authenticated document.</p> <p>11.1.2 If the document is available in the CRS Database, issue the PSA copy of the Marriage Certificate.</p> <p>11.1.3 For those authentication requests that failed the validation process, return the Certified Photocopy of the Marriage Certificate submitted for authentication together with the Rejection Slip to the client.</p> <p>11.1.3.1 Advise the client to get another Certified Photocopy of the Marriage Certificate from the LCRO.</p> <p>11.2 Require the client to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>11.3 Ensure to write in PRINT the name of the client, the type of ID presented, ID number,</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p> <p>, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>releasing window number and date and time of release.</p> <p>11.4 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>11.5 Affix the initials of the Releasing Officer in the OR.</p> <p>11.6 Release the document to the claimant.</p> <p>11.7 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			
TOTAL PROCESSING TIME: <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.				

4. Copy Issuance of Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase I (CRS-ITP1)

Provision of copy of the birth document of an individual available in the PSA Civil Registry Database (converted documents).

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Basic Requirements for all types of Requesters</p> <p>Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.</p> <p>Reminder:</p> <ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	<p>Booked through the CRS Appointment System https://appointment.psa.gov.ph</p>
<p>Properly filled-out Health Survey Form (1 copy); or</p> <p>Updated QR Code of the COVID-19 Digital Contact Tracing App</p>	<p>Entry points of the PSA Civil Registry System Outlets.</p> <p>Google Play Store or Apple App Store</p>

Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Authorized Representative	
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 13) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 14) Indicate the type of document, and must be able to provide the specific details required in the AF; 15) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature	Document owner

<p>appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>16) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>17) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>18) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
<p>3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of therequesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter</p>	<p>Philippine Statistics Authority</p>
<p>5. Special Cases Clients</p>	
<p>5.1 Guardian of document owner who is a minor or below 18 years of age.</p>	
<p>Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p>

2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.2 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.3 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder:	
<ul style="list-style-type: none"> The name of the Father should appear in the Birth Certificate of the child. 	
5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and

	Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority(1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own document, spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: ▪ PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.	Philippine Statistics Authority
6. First Time Jobseeker (RA 11261) Reminder: ▪ Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer.
Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Jobseeker currently resides
Valid Identity Document (ID) of the First Time Jobseeker complete with CLEAR PHOTO, FULL	Government Agencies, Educational Institutions

NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. CRS Appointment Slip bearing the name of the AR. 	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
4. Get Queue Ticket Number (QTN)	4.1 Ensure that QTN is ready for distribution	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>
5. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	5.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.	None	2 minutes	Information Marshal, PSA Civil Registry System Outlet

				<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>6. Proceed to the screening area.</p> <p>6.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>6.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>6.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>6.3 Return the validated PhilID card/ePhilID to the client.</p> <p>6.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>6.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior</p>	None	10 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p>

<ul style="list-style-type: none"> ▪ First Time Jobseeker, proceed to the Public Assistance and Complaints Desk (PACD) 	<p>to the payment of corresponding fees.</p> <p><u>For first time Jobseeker:</u></p> <p>6.6 Stamp the submitted requirements as officially “Received by” PSA. Endorse the First Time Jobseeker to the Office of the Outlet Supervisor</p> <p>6.7 Accept the requirements and indicate therein the date of receipt and collect them. Attach requirements to the AF and label it as “Pro-Bono.”</p> <p>6.8 Record the request in the logbook for control and reporting purposes.</p>			<p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>7. Proceed to the payment window.</p> <p>7.1 Submit the AF and the required documents to the Payment Window.</p> <p>7.2 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). 	<p>7.1 Check the AF and the requirements.</p> <p>7.2 Encode the details of the requests.</p> <p>7.3 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>7.4 Indicate therein the date and estimated time of release.</p> <p>7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>7.6 Give the OR to the client and return the presented requirements as it will be submitted to the</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p><u>Breakdown:</u></p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p>

<ul style="list-style-type: none"> Make sure to count the change before leaving the counter. 	<p>Releasing Officer prior to the issuance of the requested document.</p> <p><u>For first time Jobseeker:</u></p> <ul style="list-style-type: none"> Remind him/her that he/she can avail of the free copy issuance of his/her birth from the PSA only once. Issue a claim stub to First Time Jobseeker and indicate therein the date and estimated time of release. <p>7.7 Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p><u>For Priority Clients:</u></p> <p>7.8 Write a "Priority Lane or PL" in the AF of the Priority Client and instruct to remain for the release of the requested document on Priority Lane Releasing Window.</p> <p>7.9 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Pursuant to RA 11261, the issuance of one (1) copy of the birth certificate for a first time Jobseeker is to be issued for <u>FREE</u></p>		<p>Coordinator, Office of the Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the Releasing Area and wait while the request is being processed.</p>	<p>8.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Birth Certificate.</p> <p>Conduct atleast five (5) unique queries</p>	<p>None</p>	<p>2 hours</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result 	<p>Request Service Officer, PSA Civil Registry System Outlet</p>

	<p>from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>8.1.1 In case that the requested copy of the Birth Certificate is available in the CRS Database, print the PSA Copy of the Birth Certificate.</p> <p>8.1.2 In case that the requested copy of the Birth Certificate is not available in the CRS Database after thorough verification, print a Negative Certification of Birth.</p> <p>8.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>8.2.1 In case the image of the birth document from the CRS database is blurred, attach a note to the AF-Birth Certificate with a message "Blurred Image" to inform the Document Controller and Matcher/Sorter.</p> <p>8.3 Control the printed document in SECPA in using the QMS Releasing Manager application.</p> <p>8.4 Match and sort the printed document with the corresponding AF-Birth Certificate.</p> <p>8.5 Forward the document ready for</p>		<p>of verification from the CICA System.</p>	
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	release to the Releasing Area.			Barcode Controller, PSA Civil Registry System Outlet Sorter/Matcher, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
9. Wait for the name of the document owner/client to be called.	9.1 Announce in batch the names of the document owner/client and the type of request that are ready for release.	None	15 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet

				or Outlet Manager/ Chief, CRSD
<p>10. Proceed to the Releasing Window where the document owner/client's name was called.</p> <p>10.1 Present the ORIGINAL OR and other requirements.</p> <p>▪ First Time Jobseeker present claim stub</p>	<p>10.1 Check the OR as to the scheduled date and time of release</p> <p>10.2 Require the client to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p><u>For first time Jobseeker:</u></p> <p>10.3 Reflect result of verification on the logbook/excel file.</p> <p>10.4 Ensure that the ID and claim stub is presented/ submitted by the first time Jobseeker.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>10.5 Check the validity of the PhilID Card presented through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.6 Return the validated PhilID card/ePhilID to the client.</p> <p>10.7 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p>	None	10 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<p>11. Check the document.</p> <p>11.1 Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Issue the result of the verification:</p> <p>11.1.1 If the document is available in the CRS Database, issue the PSA Copy of the Birth Certificate.</p> <p>11.1.2 If the document is not available in the CRS Database, issue a Negative Certification of Birth.</p> <p>11.1.2.1 Advise the client to request an endorsement of his/her Birth Certificate from the Local Civil Registry Office (LCRO) where the Birth was registered to PSA.</p> <p>11.1.3 In case the image of the birth document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option for a clearer copy of the birth document through re-scanning of the image. <p>11.1.3.1 If the client agreed to have the requested birth document subjected to re-scanning, inform the client on the re-scheduled date of release.</p> <p>11.2 Require the client to sign the “Received</p>	<p>None</p>	<p>5 minutes</p>	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor , PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
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<ul style="list-style-type: none"> First Time Jobseeker to sign in the control logbook 	<p>by” portion at the back of the AF.</p> <p>11.3 Ensure to write in PRINT the name of the client, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>11.4 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>11.5 Affix the initials of the Releaser in the OR.</p> <p>11.6 Release the requested document to the client.</p> <p>11.7 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p> <p><u>For first time Jobseeker:</u></p> <p>11.8 Require the First Time Jobseeker to sign in the control logbook.</p>			
TOTAL PROCESSING TIME: <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 1) Outlet's RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No
 - Transaction Number
 - Complete details of the request
 - Description of the problem
- 2) RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 3) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 4) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of birth documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of birth record from the CRS Database have extra or excess page(s) as follows: <ul style="list-style-type: none"> • Foot print of the child • Photo of the document owner • Marriage Contract of parents • A record stamp with LCRs signature • Other attachments with foreign languages 	1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.	Help Desk Officer Unisys Managed Services Corp.,	

	<p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division</p>	
<p>2. RSO after logging the details based on the application form, found another image of the birth record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem</p> <p>2.1.2 RSO to wait for the notification from the HDO if the image is</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
3. Image of the birth record from the CRS Database is inverted or defective.	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>-Complete details of the request -Description of the problem</p> <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
5. Image of the birth document from the CRS Database is blurred (or with unreadable entries)	5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients		

	<p>CRS Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> The client must be given an option to request for a clearer copy of the document from the concerned LCRO. 		
6. Double or multiple birth records are available in the CRS Database.	<p>6. Double or multiple registration of a vital event is not allowed.</p> <p>6.1 RSO shall assess the records and issue the timely registered document.</p> <p>6.2 RSO shall accomplish the multiple registration form.</p> <p>6.3 Log the document details to the CRS Help Desk System for Bren Linking.</p> <p>6.4 HDO forwards to concerned Back-End Unit for appropriate action.</p> <p>6.5 RSO to print the timely registered birth record in CRS Security Paper (SECPA).</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p> <p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p>	
7. Birth image has incorrect index in the CRS Database	<p>7. All birth images with incorrect indices must be updated and submitted for correction.</p> <p>7.1 RSO to report and to submit the necessary index correction through the</p>	<p>Production and Maintenance Unit, Civil</p>	

	<p>use of Vital Event (F6) function of the CICA System.</p> <p>7.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification. 	<p>Register Management Division (CRMD)</p> <p>Help Desk Officer Unisys Managed Services Corp.</p>	
<p>8. Verification from the CRS Database resulted to Negative Certification but with previously issued birth record.</p>	<p>8. In the event that the RSO, even after thorough investigation from the CRS Database, resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>8.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p>	

	<p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the birth document if available.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>8.6 RSO to print the result of the manual verification in CRS Security Paper (SECPA)</p>	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)	
TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS			

5. Copy Issuance of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase I (CRS-ITP1)

Provision of copy of the death certificate of the deceased person available in the PSA Civil Registry System (CRS) Database (converted documents).

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph

Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 1) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides.

2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<u>Reminder:</u> <ul style="list-style-type: none"> The name of the Father should appear in the Birth Certificate of the child. 	
3. Priority Clients	
3.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority

3.3 Pregnant Woman requesting for the death certificate of her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
3.5 Clients who are PhilID card/ePhilID holders	
<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)</p> <p>Reminder:</p> <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. 	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for copy of Death Certificate of his/her immediate family members (spouse, children, and parents) are allowed to transact in the outlet without an appointment. 				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

4. Get Queue Ticket Number (QTN)	3.1 Ensure that QTN is ready for distribution	None	1 minute	Information Marshal/Security Guard Outlet Supervisor PSA Civil Registry System
5. Get an Application Form - Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	5.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser.	None	2 minutes	Information Marshall, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
6. Proceed to the screening area. 6.1 Present the AF and the required documents to the screener for completeness check.	6.1 Screen the AF and the requirements. <u>For PhilID card /ePhilID holders:</u> 6.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.	None	10 minutes	Screener, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor

	<p>6.3 Return the validated PhilID card/ePhilID to the client.</p> <p>6.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>6.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			<p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>7. Proceed to the payment window.</p> <p>7.1 Submit the AF and the required documents to the Payment Window.</p> <p>7.2 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. 	<p>7.1 Check the AF and the requirements.</p> <p>7.2 Encode the details of the requests.</p> <p>7.3 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>7.4 Indicate therein the date and estimated time of release.</p> <p>7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>7.6 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>For Priority Clients:</p> <p>7.7 Write a "Priority Lane or PL" in the AF of the Priority Client and instruct to remain for the release of the requested</p>	<p>Total Fee Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>

	document on Priority Lane Releasing Windows			
	7.8 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.			
8. Proceed to the Releasing Area and wait while the request is being processed.	<p>8.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Death Certificate.</p> <p>Conduct atleast five (5) unique queries from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>8.1.1 In case that the requested copy of the Death Certificate is available in the CRS Database, print the PSA Copy of the Death Certificate.</p> <p>8.1.2 In case that the requested copy of the Death Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Death.</p> <p>8.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>8.2.1 In case, the image of the death document from the CRS database is blurred, RSO to attach a note to the AF-Death Certificate with a message "Blurred</p>	None	<p>2 hours</p> <p><u>Reminder:</u></p> <p>Processing time maybe extended depending on the result of verification from the CICA System</p>	Request Service Officer, PSA Civil Registry System Outlet

	<p>Image” to inform the Document Controller and Matcher/Sorter</p> <p>8.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>8.4 Match and sort the printed document with the corresponding AF.</p> <p>8.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
9. Wait for the name of the deceased person/client to be called.	9.1 Announce in batch the name of the deceased person/client and the type of document being requested that are ready for release.	None	15 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader,</p>

				PSA Civil Registry System Outlet Outlet Supervisor , PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
10. Proceed to the Releasing Window where the deceased person/client's name was called. 10.1 Present the ORIGINAL OR and other requirements.	10.1 Check the OR as to the scheduled date and time of release. 10.2 Require the client to present/submit the requirements and check for correctness and completeness before releasing the request. <u>For PhilID card /ePhilID holders:</u> 10.3 Check the validity of the PhilID Card presented through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 10.4 Return the validated PhilID card/ePhilID to the client. 10.5 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.	None	10 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor , PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
11. Check the document.	11.1 Issue the result of the verification:	None	5 minutes	Releaser, PSA Civil Registry

<p>11.1 Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1.1 If the document is available in the CRS Database, issue the PSA Copy of the Death Certificate.</p> <p>11.1.2 If the document is not available in the CRS Database, issue a Negative Certification of Death.</p> <p>11.1.2.1 Advise the client to request an endorsement of his/her Death Certificate from the Local Civil Registry Office (LCRO) where the Death was registered to PSA.</p> <p>11.1.3 In case, the image of the death document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to have a clearer copy of the death document through re-scanning of the image. <p>11.1.3.1 If the client agreed to have the requested death document be subjected to re-scanning, inform the client on the re-scheduled date of release.</p> <p>11.2 Require the client to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p>			<p>System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
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	<p>11.3 Ensure to write in PRINT the name of the client, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>11.4 Stamp the OR as "RELEASED" and indicate the date of release.</p> <p>11.5 Affix the initials of the Releasing Officer in the OR.</p> <p>11.6 Release the requested document to the client.</p> <p>11.7 Attached all the requirements: QTN, CRS Appointment Slip (if printed), SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			
TOTAL PROCESSING TIME: THREE (3) HOURS EXCLUSIVE OF QUEUEING TIME.				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 5) Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No.
 - Transaction Number
 - Complete details of the request
 - Description of the problem
- 6) RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 7) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 8) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to

deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of death record from the CRS Database have extra or excess page(s).	<p>1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the</p>	Help Desk Officer Unisys Managed Services Corp.	

	<p>Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>2. RSO after logging the details based on the application form, found another image of the death record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>3. Image of the death record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>5. Image of the death document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem 	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>5.6 RSO to print the re-scanned image in CRS Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to request for a clearer copy of the document from the concerned LCRO. 	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)	
6. Image of the death document has	6. All death images with incorrect indices must be updated and		

<p>incorrect index in the CRS Database.</p>	<p>submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification. 	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p> <p>Help Desk Officer Unisys Managed Services Corp.</p>	
<p>7. Verification from the CRS Database resulted to Negative Certification but with previously issued death record.</p>	<p>7. In the event that the RSO, even after thorough verification from the CRS Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 Care Officer to require a photocopy of previously issued document from the client.</p>		

	<p>7.2 Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the death document if available.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>7.6 RSO to print the result of the manual verification in CRS Security Paper (SECPA).</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
TOTAL PROCESSING TIME: <u>SEVEN (7) WORKING DAYS</u>			

6. Copy Issuance of Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase I (CRS-ITP1)

Provision of copy of the Contract of Marriage between two individuals available in the PSA Civil Registry Database (converted documents).

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic Requirements for all types of Requesters Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. <u>Reminder:</u> <ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Properly filled-out Health Survey Form (1 copy); or Updated QR Code of the COVID-19 Digital Contact Tracing App	Entry points of the PSA Civil Registry System Outlets. Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Spouses/Husband and Wife)	
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
3. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision

Duly notarized Affidavit of Guardianship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 19) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 20) Indicate the type of document, and must be able to provide the specific details required in the AF;	Any of the contracting parties (husband or wife) authorizing the representative

<p>21) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>22) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>23) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>24) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
<p>Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
6.3 Pregnant Woman requesting for her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents	

Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: ▪ PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents	Philippine Statistics Authority
6. First Time Jobseeker (RA 11261) Reminder: ▪ Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer.
Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Jobseeker currently resides
Valid Identity Document (ID) of the First Time Jobseeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. Reminder:	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD

<ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment. 				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. ▪ CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
4. Get Queue Ticket number (QTN)	4.1 Ensure that QTN is ready for distribution.	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>
5. Get an Application Form form-Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	5.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser.	None	2 minutes	<p>Information Marshall, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief,</p>

				CRSD
<p>6. Proceed to the screening area.</p> <p>6.1 Present the AF and the required documents to the screener for completeness check.</p> <p>▪ First Time Job Seeker, proceed to the Public Assistance and Complaints Desk (PACD)</p>	<p>6.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>6.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>6.3 Return the validated PhilID card/ePhilID to the client.</p> <p>6.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>6.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p><u>For first time Jobseeker:</u></p> <p>6.6 Stamp the submitted requirements as officially "Received by" PSA. Endorse the First Time Jobseeker to the Office of the Outlet Supervisor</p> <p>6.7 Accept the requirements and indicate therein the date of receipt and collect them. Attach</p>	None	10 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Coordinator, Office of the Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry</p>

	<p>requirements to the AF and label it as "Pro-Bono."</p> <p>6.8 Record the request in the logbook for control and reporting purposes.</p>			<p>System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>7. Proceed to the payment window.</p> <p>7.1 Submit the AF and the required documents to the Payment Window.</p> <p>7.2 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. 	<p>7.1 Check the AF and the requirements.</p> <p>7.2 Encode the details of the requests.</p> <p>7.3 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>7.4 Indicate therein the date and estimated time of release.</p> <p>7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>7.6 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested.</p> <p>For first time Jobseeker:</p> <ul style="list-style-type: none"> Remind him/her that he/she can avail of the free copy issuance of his/her marriage certificate from the PSA only once. Issue a claim stub to First Time Jobseeker and indicate therein the date and 	<p>Total Fee Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p> <p>Pursuant to RA 11261, the issuance of (1) one copy of marriage certificate of a first time Jobseeker is to be issued for FREE</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Coordinator, Office of the Outlet Supervisor,</p>

	<p>estimated time of release.</p> <p>7.7 Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p><u>For Priority Clients:</u></p> <p>7.8 Write a "Priority Lane or PL" in the AF of the Priority Client and instruct to remain for the release of the requested document on Priority Lane Releasing Windows</p> <p>7.9 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>			<p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
8. Proceed to the Releasing Area and wait while the request is being processed.	<p>8.1 Verify from the CRS database the request on the basis of details that has been written by the client in the AF-Marriage Certificate.</p> <p>Conduct atleast five (5) unique queries from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>8.1.1 In case that the requested copy of the Marriage Certificate is available in the CRS Database, issue the PSA Copy of the Marriage Certificate.</p> <p>8.1.2 In case that the requested copy of the Marriage Certificate is not available in the</p>	None	<p>2 hours</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the CICA System 	<p>Request Service Officer, PSA Civil Registry System Outlet</p>

	<p>CRS Database after thorough verification, issue a Negative Certification of Marriage.</p> <p>8.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>8.2.1 In case, the image of the marriage document from the CRS database is blurred, RSO to attach a note to the AF-Marriage Certificate with a message “Blurred Image” to inform the Document Controller and Matcher/Sorter.</p> <p>8.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>8.4 Match and sort the printed document with the corresponding AF-Marriage Certificate.</p> <p>8.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System Outlet</p>
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				<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
9. Wait for the name of the document owner/client to be called.	9. Announce in batch the names of document owner/client and the type of requests that are ready for release.	None	15 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>10. Proceed to the Releasing Window where the document owner/client's name was called.</p> <p>10.1 Present the ORIGINAL OR and other requirements.</p>	<p>10.1 Check the OR as to the scheduled date and time of release.</p> <p>10.2 Require the client to present/ submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry</p>

<ul style="list-style-type: none"> First Time Jobseeker to present claim stub 	<p><u>For first time Jobseeker:</u></p> <p>10.3 Reflect the result of verification on the logbook/ excel file.</p> <p>10.4 Ensure that the ID and claim stub is submitted by the first time Jobseeker.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>10.5 Check the validity of the PhilID Card presented through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.6 Return the validated PhilID card/ePhilID to the client.</p> <p>10.7 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p>			<p>System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>11. Check the document.</p> <p>11.1 Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Issue the result of the verification:</p> <p>11.1.1 If the document is available in the CRS Database, issue the PSA Copy of the Marriage Certificate.</p> <p>11.1.2 If the document is not available in the CRS Database, issue a Negative Certification of Marriage.</p>	<p>None</p>	<p>5 minutes</p>	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry</p>

	<p>11.1.2.1 Advise the client to request an endorsement of his/her Marriage Certificate from the Local Civil Registry Office (LCRO) where the Marriage was registered to PSA.</p> <p>11.1.3 In case the image of the marriage document from the CRS Database is blurred, Releaser/ Care Officer to explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to have a clearer copy of the marriage document through re-scanning of the image. <p>11.1.3.1 If the client agreed to have the requested marriage document be subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p> <p>11.2 Require the client to sign the "Received by" portion and indicate the date of receipt at the back of the AF.</p> <p>11.3 Ensure to write in PRINT the name of the client, the type of ID presented, ID number, releasing window number and date and time of release.</p>			<p>System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief CRSD</p>
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<p>▪ First Time Jobseeker sign in the control logbook</p>	<p>11.4 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>10.5 Affix the initials of the Releaser in the OR.</p> <p>11.6 Release the requested document to the client.</p> <p>11.7 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p> <p><u>For first time Jobseeker:</u></p> <p>10.8 Require the First Time Jobseeker to sign in the control logbook.</p>			
<p>TOTAL PROCESSING TIME: THREE (3) HOURS EXCLUSIVE OF QUEUEING TIME.</p>				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 9) Outlet’s RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No.
 - Transaction Number
 - Complete details of the request

- Description of the problem

10) RSO to wait for the notification from the HDO if the image is okay and ready for printing.

11) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.

12) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	<p>1. The copy of the marriage record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>3. Image of the marriage record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.1.2 RSO to wait for the notification from the HDO if the image is</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>4. Image of the marriage record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 		

	<p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>5. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>5.6 RSO to print the re-scanned image in CRS Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to request for a clearer 	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
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	copy of the document from the concerned LCRO.		
6. Image of the marriage document has incorrect index in the CRS Database.	<p>6. All marriage images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification. 	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p> <p>Help Desk Officer Unisys Managed Services Corp.</p>	
7. Verification from the CRS Database resulted to Negative Certification but with previously issued marriage record.	7. In the event that the RSO, even after thorough verification from the CRS Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.		

	<p>7.1 Care Officer to require a photocopy of previously issued document from the client.</p> <p>7.2 Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the marriage document if available.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>7.6 RSO to print the result of the manual verification in CRS Security Paper (SECPA).</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
TOTAL PROCESSING TIME: <u>SEVEN (7) WORKING DAYS</u>			

7. Issuance of Certificate of No Marriage Record/Advisory on Marriages at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase I (CRS-ITP1)

Provision of certification to an individual as to whether a record(s) of marriage(s) (Advisory on Marriages) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENOMAR).

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	
Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Spouse (Husband/Wife)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

3. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
4. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ For authorization letter and Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 25) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 26) Indicate the type of document, and must be able to provide the specific details required in the AF;	Document owner

<p>27) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>28) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>29) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>30) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
6. Special Cases Clients	
6.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.2 Nearest of kin of the deceased document owner (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

7. Priority Clients	
7.1 Senior Citizen requesting for his/her own document, his/her spouse, and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
7.2 Physically Challenged Client/PWD requesting for his/her own document, his/her spouse, and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
7.3 Pregnant Woman requesting for his/her own document, his/her spouse, and his/her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7.4. Health and Emergency Frontline Service Provider requesting for his/her own document, his/her spouse, and his/her parents	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
7.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: ▪ PhilID card/ePhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for his/her own document, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. ▪ CRS Appointment Slip bearing the name of the AR. 	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

2.1 If the request for CENOMAR/Advisory on Marriages will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
4. Get Queue Ticket number (QTN)	4.1 Ensure that QTN is ready for distribution.	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>
5. Get an Application Form- Certificate of No Record of Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	5.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.	None	2 minutes	Information Marshal, PSA Civil Registry System Outlet

				<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>6. Proceed to the screening area.</p> <p>6.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>6.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>6.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>6.3 Return the validated PhilID card/ePhilID to the client.</p> <p>6.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>6.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>	None	10 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>Or Outlet Manager/ Chief, CRSD</p>

<p>7. Proceed to the payment window.</p> <p>7.1 Submit the AF and the required documents to the Payment Window.</p> <p>7.2 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). ▪ Make sure to count the change before leaving the counter. 	<p>7.1 Check the AF and the requirements.</p> <p>7.2 Encode the details of the requests.</p> <p>7.3 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>7.4 Indicate therein the date and estimated time of release.</p> <p>7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>7.6 Give the OR to the requester and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document</p> <p><u>For Priority Clients:</u></p> <p>7.7 Write a "Priority Lane or PL" in the AF of the Priority Client and instruct the client that the release of the requested document will be on Priority Lane Releasing Windows.</p> <p>7.8 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> Php 210.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 180.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>8. Proceed to the Releasing Area on the date and time of release.</p>	<p>8.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-CENOMAR.</p>	<p>None</p>	<p>1 working day and 7 hours</p>	<p>Request Service Officer, PSA Civil Registry System Outlet</p>

	<p>Conduct at least nineteen (19) unique queries from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female.</p> <p>8.1.1 If there is no record of Marriage in the CRS Database, print the Certificate of No Marriage Record (CENOMAR).</p> <p>8.1.2 In case that the client has a record of Marriage in the CRS Database, instead of the Certificate No Marriage (CENOMAR), the document to be issued is the Advisory on Marriages.</p> <p>8.2 RSO to print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>8.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>8.4 Match and sort the printed document with the corresponding AF.</p> <p>8.5 Forward document ready for release to the Releasing Area.</p>			Barcode Controller, PSA Civil Registry System Outlet
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				<p>Sorter/Matcher, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>9. Wait for the name of the document owner/client to be called.</p> <p>9.1 Proceed to the Releasing Window where the document owner/client's name was called.</p> <p>9.2 Present the ORIGINAL OR and other requirements</p> <p>9.3 Wait for the name of the document owner/client to be called.</p>	<p>9.1 Announce in batch the names of the document owner/client and the type of request that are ready for release.</p> <p>9.2 Check the OR as to the scheduled date and time of release.</p> <p>9.3 Search for the requested certification.</p> <p>9.4 Require the client to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>9.5 Check the validity of the PhilID Card presented through its basic overt and covert</p>	None	25 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

	<p>security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>9.6 Return the validated PhilID card/ePhilID to the client.</p> <p>9.7 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p>			
<p>10. Check the document.</p> <p>10.1 Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>10.1 Issue the result of the verification:</p> <p>10.1.1 If there is no record of Marriage in the CRS Database, issue the Certificate of No Marriage Record (CENOMAR).</p> <p>10.1.2 If there is a record of Marriage in the CRS Database issue the Advisory on Marriages.</p> <p>10.2 Require the client to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>10.3 Ensure to write the name of the client in PRINTED letters, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>10.4 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>10.5 Affix the initials of the Releaser in the OR.</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>10.6 Release the requested document to the client.</p> <p>10.7 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/Affidavit and photocopies of valid IDs to the AF.</p>			
TOTAL PROCESSING TIME: <u>TWO (2) WORKING DAYS</u> EXCLUSIVE OF QUEUEING TIME.				

8. Processing of Requests for Copy Issuance of Civil Registry Documents and Certificate of No Marriage Record/Advisory on Marriages received thru an Authorized Online Service Provider/Private Partner Agency (www.psaserbilis.com.ph) at PSA Serbilis Outlet

PSA Serbilis is an alternative channel for the acceptance of requests for the copy issuance of birth, death and marriage records and CENOMAR/Advisory on Marriages by visiting the website: www.psaserbilis.com.ph.

PSA entered into a Memorandum of Agreement with a private partner agency to enable its client to avail of its civil registry frontline services at the comfort of their homes or offices.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Business (G2B)
Who may avail:	Unisys Managed Services Corporation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmation/Validation of Payment	Unisys Managed Services Corporation
Batch Files of requests received from its clients	www.psaserbilis.com.ph
Transmittal Report for copy issuance of civil registry documents and request for CENOMAR	www.psaserbilis.com.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the PSA Serbilis Outlet about the completion of payment validation.	1.1 Accept the confirmation call for the payment validation.	Total Fee: (For Copy issuance of Birth, Death, Marriage)	15 minutes	<p>Collecting Officer, PSA Serbilis Outlet</p> <p>Team Leader, PSA Serbilis Outlet</p> <p>Outlet Supervisor, PSA Serbilis Outlet</p>

		<p>Certificates) 3</p> <p>Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documenta ry Stamp Tax: -Php 30.00</p> <p><u>Total Fee:</u> (For CENOMAR/ Advisory on Marriages) 4</p> <p>Php 210.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 180.00</p> <p>Documenta ry Stamp Tax: -Php 30.00</p>		<p>or Outlet Manager/Chief, CRSD</p>
2. Submit Batch Files electronically to PSA Serbilis Outlet.	<p>2.1 Retrieve Batch Files electronically and print the transmittal report of paid online transactions.</p> <p>2.2 Generate Official Receipts</p>	None	2 hours	<p>Collecting Officer, PSA Serbilis Outlet</p> <p>Team Leader, PSA Serbilis Outlet</p> <p>Outlet Supervisor,</p>

1. *Unisys Management Services Corp. thru its accredited banks/payment center, charges a total amount of **Php330.00** from its clients per copy of Birth, Marriage, Death document requested from PSA to include payment for its Service Fee and door-to-door delivery (Php175.00).*
2. *4Unisys Management Services Corp. thru its accredited banks/payment center, charges a total amount of **Php430.00** from its clients per copy of CEMAR/CENOMAR requested from PSA to include payment for its Service Fee and door-to-door delivery (Php220.00).*

	<p>(ORs) per Batch Files.</p> <p>2.3 Distribute to the Request Service Officers (RSOs) the transmittal for verification in the Civil Registry System (CRS) database.</p>			<p>PSA Serbilis Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
3. Wait for the schedule of release.	<p>3.1 Verify from the CRS database the request on the basis of details that has been filled up by the client thru online application.</p> <p>3.1.1 Conduct at least four (4) unique queries for birth, death and marriage from the CICA System.</p> <p>3.1.2 For CENOMAR request, conduct at least forty four (44) unique queries from the CICA System about the document owner as male and as female.</p> <p>3.2 Print the results of the verification of the requests in CRS Security Paper (SECPA).</p> <p>3.3 Control the printed documents in SECPA using the QMS Releasing Manager application.</p> <p>3.4 Match and sort the printed documents in SECPA with the corresponding OR</p>	None	4 hours	<p>Request Service Officers, Serbilis PSA Outlet</p> <p>Barcode Controller, PSA Civil Registry PSA Serbilis Outlet</p>

	and transmittal report. 3.5 Prepare the documents ready for release for pick up by the authorized representative/ liaison officer of Unisys Managed Services Corp.			Sorter/Matcher, PSA Serbilis Outlet Team Leader, PSA Serbilis Outlet Outlet Supervisor, PSA Serbilis Outlet or Outlet Manager/Chief, CRSD
4.1 Authorized representative/ liaison officer of Unisys Managed Services Corp. to claim the documents at the CRS Bldg. 4.2 Check and acknowledge the receipt of the documents.	4.1 Release the document in SECPA. 4.2 Remind the authorized representative/ liaison officer of Unisys Management Services Corp. to check and to acknowledge receipt of the documents in SECPA.	None	1 hour and 45 minutes	Team Leader, PSA Serbilis Outlet Outlet Supervisor, PSA Serbilis Outlet or Outlet Manager/Chief, CRSD
TOTAL PROCESSING TIME: EIGHT (8) HOURS				

9. Processing of Requests for Copy Issuance of Civil Registry Documents and Certificate of No Marriage Record/Advisory on Marriages received thru Authorized Online Service Provider/Private Partner Agency (www.psahelpline.ph) at PSA Helpline Outlet

PSAHelpline is an an alternative channel for the acceptance of requests for the copy issuance of birth, death and marriage records and CENOMAR/Advisory on Marriages by visiting the website, www.psahelpline.ph.

PSA entered into a Memorandum of Agreement with a private partner agency to enable its client to avail of its civil registry frontline services at the comfort of their homes or offices.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Business (G2B)
Who may avail:	Pilipinas Teleserv, Inc.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payment	Pilipinas Teleserv, Inc.

Batch Files of requests received from its clients	www.psaserbilis.com
Printed Application Forms (AFs) (Green)	Pilipinas Teleserv, Inc.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send check payment for requests received from its clients to PSA Helpline Outlet.	1.1 Receive check payment. 1.2 Prepare transmittal and remit check payment to Vault Administrator of the PSA CRS Outlet – East Avenue, Quezon City.	<p><u>Total Fee:</u></p> <p>(For Copy Issuance of Birth, Marriage, Death Certificate s)⁵</p> <p>Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax: -Php 30.00</p> <p><u>Total Fee:</u></p> <p>(For CENOMAR/Advisory on Marriages)⁶</p> <p>Php 210.00 per copy</p>	30 minutes	Outlet Supervisor, PSA Helpline Outlet or Outlet Manager/Chief, CRSD

1. Pilipinas Teleserv, Inc. thru its accredited banks/collecting agents, charges a total amount of **Php365.00** from its clients per copy of Birth, Marriage, Death document requested from PSA to include payment for its Service Fee and door-to-door delivery (Php210.00).
2. Pilipinas Teleserv, Inc. thru its accredited banks/collecting agents, charges a total amount of **Php420.00** from its clients per copy of CEMAR/CENOMAR requested from PSA to include payment for its Service Fee and door-to-door delivery (Php210.00).

		<p>Breakdown:</p> <p>Processing Fee: -Php 180.00</p> <p>Documentary Stamp Tax: -Php 30.00</p>		
<p>2.1 Submit Batch Files electronically.</p> <p>2.2 Transmit printed AFs (Green Forms) to PSA Helpline Outlet.</p>	<p>2.1 Retrieve Batch Files electronically and receive the printed AFs (Green Forms).</p> <p>2.2 Print Official Receipts (ORs) per Batch Files.</p> <p>2.3 Distribute AFs to Request Service Officers (RSOs) for verification in the Civil Registry System (CRS) database.</p>		1 hour	<p>Collecting Officer, PSA Helpline Outlet</p> <p>Team Leader, PSA Helpline Outlet</p> <p>Outlet Supervisor, PSA Helpline Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>3. Wait for the schedule of release.</p>	<p>3.1 Verify from the CRS database the request on the basis of details that has been filled up by the client thru online application.</p> <p>3.1.1 Conduct at least four (4) unique queries for birth, death and marriage from the CICA System.</p> <p>3.1.2 For CENOMAR request, conduct at least forty four (44) unique queries from the CICA System about the document owner as male and as female.</p>	None	4 hours	<p>Request Service Officers, PSA Helpline Outlet</p>

	<p>3.2 Print the results of the verification of the requests in CRS Security Paper (SECPA).</p> <p>3.3 Control the printed documents in SECPA using the QMS Releasing Manager application.</p> <p>3.4 Match and sort the printed documents in SECPA with the corresponding OR and transmittal report.</p> <p>3.5 Prepare the documents ready for release and for pick up by the authorized representative/ liaison officer of Pilipinas Teleserv, Inc.</p>			<p>Barcode Controller, PSA Helpline Outlet</p> <p>Sorter/Matcher, PSA Helpline Outlet</p> <p>Team Leader, PSA Helpline Outlet</p> <p>Outlet Supervisor, PSA Helpline Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>4.1 Authorized representative/ liaison officer of Pilipinas Teleserv, Inc. to claim the documents at the CRS Building.</p> <p>4.2 Check and acknowledge the receipt of the documents.</p>	<p>4.1 Release the document in SECPA.</p> <p>4.2 Remind the authorized representative/ liaison officer of Pilipinas Teleserv, Inc. to check and acknowledge the receipt of documents in SECPA.</p>	None	2 hours and 30 minutes	<p>Team Leader, PSA Helpline Outlet</p> <p>Unit Supervisor, PSA Helpline Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
TOTAL PROCESSING TIME: <u>EIGHT (8) HOURS</u>				

10. Authentication of Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

PSA authenticates recently registered birth document of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Photocopy of the Birth Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or	City/Municipal Civil Registry Office where the event has taken place and has been registered.
Civil Registry Form No. 1A (Birth-available) of the transcription of Facts of Birth from the Registry Book of Birth issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)	
If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	

Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Authorized Representative	
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Reminder:</p> <ul style="list-style-type: none"> For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID. 	
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>31) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>32) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>33) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>34) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry</p>	Document owner

document/certification from the PSA is specifically indicated; 35) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 36) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.	
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Biological or Legal Parent (Father/Mother) and Direct Descendant (Son/Daughter)	
Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
5. Special Cases Clients	
5.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 3) Barangay Certification that the minor is in the custody of the client/guardian (1 original) 4) School ID/Report Card of the minor that indicate the name of the client's Guardian	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.

Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.2 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.3 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder:	
<ul style="list-style-type: none"> The name of the Father should appear in the Birth Certificate of the child. 	
5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)	
Duly notarized Affidavit of Kinship stating therein that he/she is the closest surviving relative (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6. Priority Clients	
6.1 Senior Citizen requesting for the authentication of his/her own birth document, spouse, parents and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for the authentication of his/her own birth document, spouse, parents & son/daughter	

PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.3 Pregnant Woman requesting for the authentication of her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for the authentication of his/her own document, spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority
<u>Reminder:</u>	
<ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet

<p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for Authentication of own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment. 				<p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. CRS Appointment Slip bearing the name of the AR. <p>2.1 If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU)</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the certified photocopy of the Birth Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p>	None	5 minutes	<p>Screener PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p>

	<p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the certified photocopy of the Birth Certificate issued by the LCRO, the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
6. Get Queue Ticket Number (QTN).	6.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
7. Proceed to the encoding area. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to</p>	None	10 minutes	Encoder PSA Civil Registry System Outlet Team Leader,

<p>available encoding window.</p> <p>7.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.3 Present the AF and the required documents to the encoder.</p>	<p>the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the certified photocopy of the Birth Certificate issued by the LCRO, the AF and other requirements.</p> <p>7.4 Encode into the system the QTN, the details of the requests, and scan and upload the certified photocopy of the Birth Certificate issued by the LCRO to the generated transaction.</p> <p>7.5 Return the certified photocopy of the Birth Certificate issued by the LCRO, the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			<p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN</p>	<p>Total Fee: Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

<ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. 	<p>to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>8.7 Get the certified photocopy of the Birth Certificate issued by the LCRO to be forwarded to the Releasing Officer.</p> <p>8.8 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the authenticated document.</p> <p><u>For Priority Clients:</u></p> <p>8.9 Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Area and wait while the request is being processed.</p>	<p>9.1 Fetch the transaction in the system.</p> <p>9.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct atleast five (5) unique queries from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>9.3 In the event that the document being requested for</p>	<p>None</p>	<p>1 hour</p>	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p>

	<p>authentication is already <u>available in the CRS Database</u>, the application is treated as copy issuance.</p> <p>9.4 In case the document is <u>not yet</u> enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the system.</p> <p>9.4.1 If the <u>signature matches</u>, approve the signature and notify the Outlet Supervisor to proceed with the Authentication.</p> <p>9.4.1 If the signature of the issuing officer from the LCRO <u>failed the validation process</u>, reject the signature and indicate the reason of rejection.</p>			or Outlet Manager/ Chief, CRSD
10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	10.1 Ensure that the QMS Public Digital Display is functional.	None	20 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
11. Proceed to the Releasing Window.	11.1 Require the client to present/ submit the requirements and check for correctness and completeness.	None	5 minutes	Releaser, PSA Civil Registry System Outlet

<p>11.1 Present the ORIGINAL OR and other requirements.</p>	<p><u>For PhilID card /ePhilID holders:</u></p> <p>11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>11.3 Return the validated PhilID card/ePhilID to the client.</p> <p>11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>11.2 Retrieve the transaction in the system using the search query.</p> <p>11.3 Check the status of the Authentication request.</p> <p>11.4 If the document passed the Authentication process, inform the Outlet Supervisor that the Authentication Status is accepted, and stamp the certified photocopy of Birth Certificate.</p> <p>11.4.1 Sign the certified photocopy of Birth Certificate.</p> <p>11.4.2 Print the Negative Certification of Birth in the Security Paper (Secpa), and the Negative Result Advisory.</p>			<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
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	<p>11.4.3 Control the printed document in SECPA using the system.</p> <p>11.5 If the specimen signature of the C/MCR (issuing officer) is failed in the validation, return the certified photocopy of Birth Certificate.</p> <p>11.5.1 Print the Negative Certification of Birth in the Security Paper (Secpa), and the Rejection Slip.</p> <p>11.5.2 Control the printed document in SECPA using the system.</p> <p>11.6 If the document is available in the CRS Database, return the certified photocopy of Birth Certificate.</p> <p>11.6.1 Print the PSA copy of the Birth Certificate in the Security Paper (Secpa).</p> <p>11.6.2 Control the printed document in SECPA using the system.</p>			
<p>12. Check the document.</p> <p>12.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>12.1 Release the documents to the client.</p> <p>12.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p>

	<p>12.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>12.4 Affix the initials of the Releasing Officer in the OR.</p> <p>12.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			<p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
TOTAL PROCESSING TIME: TWO (2) HOURS EXCLUSIVE OF QUEUEING TIME.				

11. Authentication of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

PSA authenticates recently registered death document of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division (CRSD)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Properly filled-out Health Survey Form (1 copy); or Updated QR Code of the COVID-19 Digital Contact Tracing App	Entry points of the PSA Civil Registry System Outlets. Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) –Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Photocopy of the Death Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or Civil Registry Form No. 2A (Death-available) of the transcription of Facts of Death from the Registry Book of Death issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)	City/Municipal Civil Registry Office where the event has taken place and has been registered.
If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance (1 copy)	City Treasurer's Office

Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Requester	
2.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
Duly notarized Affidavit of Kinship stating therein that he/she is the closest surviving relative (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the client as legal guardian (1 original and photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
1) Barangay Certification that the minor is in the custody of the client/guardian (1 original)	Office of the Barangay where the Guardian currently resides

2) School ID/Report Card of the minor that indicates the name of the client as Guardian	Educational institution recognized by the Department of Education
Valid Identity Document (ID) of the guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p><u>Reminder:</u></p> <ul style="list-style-type: none"> The name of the Father should appear in the Birth Certificate of the child. 	
3. Priority Clients	
3.1 Senior Citizen requesting for the authentication of death certificate of his/her spouse, parent and son/daughter	

<p>Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
<p>3.2 Physically Challenged Client/PWD requesting for the authentication of death certificate of his/her spouse, parents and son/daughter</p>	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
<p>3.3 Pregnant Woman requesting for the authentication of death certificate of her own spouse, parents and son/daughter</p>	
<p>Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p> <p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3.4 Health and Emergency Frontline Service Provider requesting for the authentication of death certificate of his/her spouse, parents and son/daughter</p>	
<p>Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City,</p>

PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
3.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) <u>Reminder:</u> <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. 	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. <u>Reminder:</u> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for 	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD

Authentication of Death Certificate, of his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment.				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>1.1 If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name;</p> <p>b. Name of client;</p> <p>c. Scheduled date and time; and</p> <p>d. IDs presented..</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p>

3.2 Allow temperature check.				or Outlet Manager/ Chief, CRSD
4. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS	4.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser	None	3 minutes	Information Marshal, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
5. Proceed to the screening area.	5.1 Screen the certified photocopy of the Death Certificate issued by the LCRO, the	None	5 minutes	Screeener PSA Civil Registry

<p>5.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>completeness of the entries in the AF and other requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the certified photocopy of the Death Certificate issued by the LCRO, the AF and the ID(s) and/or SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			<p>System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
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6. Get Queue Ticket Number (QTN).	6.1 Ensure that QTN machine is functioning and is ready for distribution	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
7. Proceed to the encoding area. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window. 7.2 Determine the mode of payment of the request, if cash or cashless payment. 7.3 Present the AF and the required documents to the encoder.	7.1 Ensure that the QMS Public Digital Display is functional. 7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. 7.3 Receive the certified photocopy of the Death Certificate issued by the LCRO, the AF and other requirements. 7.4 Encode into the system the QTN, the details of the requests,	<u>Total Fee</u> Php 155.00 per copy Breakdown: Processing Fee: -Php 125.00 Documentary Stamp Tax -Php 30.00	10 minutes	Encoder PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet

	<p>and scan and upload the certified photocopy of the Death Certificate issued by the LCRO to the generated transaction.</p> <p>7.5 Return the certified photocopy of the Death Certificate issued by the LCRO, the AF and the ID(s) and/or SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			<p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN</p>	<p><u>Total Fee:</u></p> <p>Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee:</p> <p>-Php 125.00</p> <p>Documentary Stamp Tax</p> <p>-Php 30.00</p>	4 minutes	

<ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). <p>Make sure to count the change before leaving the counter.</p>	<p>to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>8.7 Get the certified photocopy of the Death Certificate issued by the LCRO to be forwarded to the Releasing Officer.</p> <p>8.8 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the authenticated document.</p> <p><u>For Priority Clients:</u></p> <p>8.9 Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Area and wait while the request is being processed</p>	<p>9.1 Fetch the transaction in the system.</p>	<p>None</p>	<p>1 hour</p>	<p>Request Service Officer, Primary Back Office</p>

	<p>9.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct atleast five (5) unique queries from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>9.3 In the event that the document being requested for authentication is already <u>available in the CRS Database</u>, the application is treated as copy issuance.</p> <p>9.4 In case the document is <u>not yet</u> enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the system.</p> <p>9.4.1 If the <u>signature matches</u>, approve the signature and notify the Outlet Supervisor to proceed with the Authentication.</p> <p>9.4.2 If the signature of the issuing officer from</p>			<p>/ Secondary Back Office</p> <p>Team Leader,</p> <p>Primary Back Office / Secondary Back Office</p> <p>Supervisor,</p> <p>Primary Back Office / Secondary Back Office</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
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	the LCRO <u>failed the validation process</u> , reject the signature and indicate the reason of rejection.			
10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	10.1 Ensure that the QMS Public Digital Display is functional.	None	20 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
11. Proceed to the Releasing Window.	11.1 Require the client to present/ submit the requirements and check for correctness and completeness.	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p>

<p>11.1 Present the ORIGINAL OR and other requirements.</p>	<p><u>For PhilID card /ePhilID holders:</u></p> <p>11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>11.3 Return the validated PhilID card/ePhilID to the client.</p> <p>11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>11.2 Retrieve the transaction in the system using the search query.</p> <p>11.3 Check the status of the Authentication request.</p> <p>11.4 If the document passed the Authentication process, inform the Outlet Supervisor that the Authentication Status is accepted, and stamp</p>			<p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
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	<p>the certified photocopy of Death Certificate.</p> <p>11.4.1 Sign the certified photocopy of Death Certificate.</p> <p>11.4.2 Print the Negative Certification of Death in the Security Paper (Secpa), and the Negative Result Advisory.</p> <p>11.4.3 Control the printed document in SECPA using the system.</p> <p>11.5 If the specimen signature of the C/MCR (issuing officer) is failed in the validation, return the certified photocopy of Death Certificate.</p> <p>11.5.1 Print the Negative Certification of Death in the Security Paper (Secpa), and the Rejection Slip.</p> <p>11.5.2 Control the printed document in SECPA using the system.</p>			
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	<p>11.6 If the document is available in the CRS Database,</p> <p>return the certified photocopy of Death Certificate.</p> <p>11.6.1 Print the</p> <p>PSA copy of the Death Certificate in the Security Paper (Secpa).</p> <p>11.6.2 Control the printed document in SECPA using the system.</p>			
<p>12. Check the document.</p> <p>12.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt</p>	<p>12.1 Release the documents to the client.</p> <p>12.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>12.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p>	None	5 minutes	<p>Releaser,</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry</p>

	<p>12.4 Affix the initials of the Releasing Officer in the OR.</p> <p>12.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			<p>System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
TOTAL PROCESSING TIME: <u>TWO (2) HOURS</u> EXCLUSIVE OF QUEUEING TIME.				

12. Authentication of Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

PSA authenticates recently registered marriage document of contracting parties not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	

Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Photocopy of the Marriage Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or Civil Registry Form No. 3A (Marriage-available) of the transcription of Facts of Marriage from the Registry Book of Marriage issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)	City/Municipal Civil Registry Office where the event has taken place and has been registered.
If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Spouses/Husband and Wife)	
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
3. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original)	Lawyer/Notary Public

Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
Original copy of the duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy). Reminder: ▪ For authorization letter/ Special Power of Attorney (SPA) received from abroad the document owner should provide a scanned/or photocopy of the passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 37) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 38) Indicate the type of document, and must be able to provide the specific details required in the AF; 39) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner	Any of the contracting parties (husband or wife) authorizing the representative

<p>except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>40) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>41) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>42) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
6. Priority Clients	
6.1 Senior Citizen requesting for the authentication of his/her own marriage document and his/her parents	
<p>Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
6.2 Physically Challenged Client/PWD requesting for the authentication of his/her own marriage document and his/her parents	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
6.3 Pregnant Woman requesting for the authentication of her own marriage document and parents	
<p>Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
6.4 Health and Emergency Frontline Service Provider requesting for the authentication of his/her own document, spouse and parents	
<p>Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City,</p>

	and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents 	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. Reminder: <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for Authentication of own Marriage Certificate, or his/her parents, are allowed to transact in the outlet without an appointment. 	1.1 CRS Appointment System send out appointment confirmation to the client email address..	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID. Reminder: For Authorized Representative (AR)	2.1 Check carefully the following information on the presented CRS Appointment Slip: a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry

<ul style="list-style-type: none"> Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. CRS Appointment Slip bearing the name of the AR. <p>2.1 If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>				<p>System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser</p>	<p>4.1 Ensure that the necessary AF-Marriage Certificate is made</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry</p>

and fill-out the required information in PRINTED LETTERS	available at the AF dispenser.			System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
5. Proceed to the screening area. 5.1 Present the AF and the required documents to the screener for completeness check.	5.1 Screen the certified photocopy of the Marriage Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements. <u>For PhilID card /ePhilID holders:</u> 5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 5.3 Return the validated PhilID card/ePhilID to the client. 5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. 5.5 Return the certified photocopy of the	None	5 minutes	Screeners PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor , PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD

	Marriage Certificate issued by the LCRO, the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.			
6. Get Queue Ticket Number (QTN).	6.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
7. Proceed to the encoding area. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window. 7.2 Determine the mode of payment of the request, if cash or cashless payment. 7.3 Present the AF and the required documents to the encoder.	7.1 Ensure that the QMS Public Digital Display is functional. 7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. 7.3 Receive the certified photocopy of the Marriage Certificate issued by the LCRO, the AF and other requirements. 7.4 Encode into the system the QTN, the details of the requests, and scan and upload the certified photocopy of the Marriage Certificate issued by the LCRO to the generated transaction.	None	10 minutes	Encoder PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor , PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD

	7.5 Return the certified photocopy of the Marriage Certificate issued by the LCRO, the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.			
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). <p>Make sure to count the change before leaving the counter.</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>8.7 Get the certified photocopy of the Marriage Certificate issued by the LCRO to be forwarded to the Releasing Officer.</p> <p>8.8 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer</p>	<p><u>Total Fee:</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>prior to the issuance of the authenticated document.</p> <p><u>For Priority Clients:</u></p> <p>8.9 Instruct the Priority Client to wait for the release of the document.</p>			
9. Proceed to the Releasing Area and wait while the request is being processed.	<p>9.1 Fetch the transaction in the system.</p> <p>9.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct atleast five (5) unique queries from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>9.3 In the event that the document being requested for authentication is already <u>available in the CRS Database</u>, the application is treated as copy issuance.</p> <p>9.4 In case the document is <u>not yet</u> enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the system.</p> <p>9.4.1 If the <u>signature matches</u>, approve the signature and notify the Outlet Supervisor to proceed with the Authentication.</p>	None	1 hour	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>

	9.4.2 If the signature of the issuing officer from the LCRO <u>failed the validation process</u> , reject the signature and indicate the reason of rejection.			
10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	10.1 Ensure that the QMS Public Digital Display is functional.	None	20 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor , PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
11. Proceed to the Releasing Window. 11.1 Present the ORIGINAL OR and other requirements.	11.1 Require the client to present/ submit the requirements and check for correctness and completeness. <u>For PhilID card /ePhilID holders:</u> 11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 11.3 Return the validated PhilID	None	5 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor , PSA Civil Registry System Outlet

	<p>card/ePhilID to the client.</p> <p>11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>11.2 Retrieve the transaction in the system using the search query.</p> <p>11.3 Check the status of the Authentication request.</p> <p>11.4 If the document passed the Authentication process, inform the Outlet Supervisor that the Authentication Status is accepted, and stamp the certified photocopy of Marriage Certificate.</p> <p>11.4.1 Sign the certified photocopy of Marriage Certificate.</p> <p>11.4.2 Print the Negative Certification of Marriage in the Security Paper (Secpa), and the Negative Result Advisory.</p> <p>11.4.3 Control the printed document in SECPA using the system.</p> <p>11.5 If the specimen signature of the C/MCR (issuing officer) is failed in the validation, return the certified photocopy of Marriage Certificate.</p> <p>11.5.1 Print the Negative Certification of Marriage in the Security</p>			<p>or Outlet Manager/ Chief, CRSD</p>
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	<p>Paper (Secpa), and the Rejection Slip.</p> <p>11.5.2 Control the printed document in SECPA using the system.</p> <p>11.6 If the document is available in the CRS Database, return the certified photocopy of Marriage Certificate.</p> <p>11.6.1 Print the PSA copy of the Marriage Certificate in the Security Paper (Secpa).</p> <p>11.6.2 Control the printed document in SECPA using the system.</p>			
<p>12. Check the document.</p> <p>12.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt</p>	<p>12.1 Release the documents to the client.</p> <p>12.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>12.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>12.4 Affix the initials of the Releasing Officer in the OR.</p> <p>12.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p> <p>, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	and photocopies of valid IDs to the AF.			
TOTAL PROCESSING TIME: TWO (2) HOURS EXCLUSIVE OF QUEUEING TIME.				

13. Copy Issuance of Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

Provision of copy of the birth document of an individual available in the PSA Civil Registry Database (converted documents).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	
Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	

Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Authorized Representative	
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Reminder:</p> <ul style="list-style-type: none"> For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID. 	
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>43) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>44) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>45) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>46) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>47) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>48) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	Document owner

3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
5. Special Cases Clients	
5.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>3) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>4) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.2 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.3 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
6.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own document, spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. 	Philippine Statistics Authority
6. First Time Jobseeker (RA 11261) Reminder: <ul style="list-style-type: none"> Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once 	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer.
Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Jobseeker currently resides
Valid Identity Document (ID) of the First Time Jobseeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry

<p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment. 				<p>System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. ▪ CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>

of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents to the</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p>

<p>screeners for completeness check.</p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p> <p><u>For first time Jobseeker:</u></p> <p>5.6 Stamp the submitted requirements as officially "Received by" PSA. Endorse the First Time Jobseeker to the PACD.</p> <p>5.7 Accept the requirements and indicate therein the date of receipt and collect them. Attach requirements to the AF and label it as "Pro-Bono."</p> <p>5.8 Record the request in the logbook for control and reporting purposes.</p>				<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
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6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/Security Guard Outlet Supervisor PSA Civil Registry System
7. Proceed to the encoding area. 7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display. 7.1.1 Determine the mode of payment of the request, if cash or cashless payment. 7.1.2 Present the AF and the required documents to the encoder. 7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area. 7.2.1 Encode QTN and the complete details of the request and print the transaction slip.	7.1 Ensure that the QMS Public Digital Display is functional. 7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. 7.3 Receive the AF and other requirements. 7.4 Encode into the system the QTN and the details of the requests. 7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees. 7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.	None	10 minutes	Encoder PSA Civil Registry System Outlet Information Marshal PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
8. Proceed to the payment window. 8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.	8.1 Ensure that the QMS Public Digital Display is functional. 8.2 Receive and check the AF/transaction and the requirements.	Total Fee Php 155.00 per copy Breakdown: Processing Fee:	4 minutes	Collecting Officer, PSA Civil Registry System Outlet

[illegible]

	8.8 Instruct the Priority Client to wait for the release of the document.			
9. Proceed to the Releasing Area and wait while the request is being processed.	<p>9.1 Fetch the transaction in the system.</p> <p>9.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct at least five (5) unique queries from the System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>9.2.1 In case that the requested copy of the Birth Certificate is available in the CRS Database, issue the certificate.</p> <p>9.2.2 In case that the requested copy of the Birth Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Birth.</p> <p>9.2.3 In case that the requested copy of the Birth Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p>	None	<p>1 hour</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>
10. Wait for the QTN to be shown in the QMS Public Digital Display to the	9.1 Ensure that the QMS Public Digital Display is functional.	None	10 minutes	Releaser, PSA Civil Registry

available releasing window.				System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, , PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
11. Proceed to the Releasing Window. 11.1 Present the ORIGINAL OR and other requirements.	11.1 Require the client to present/ submit the requirements and check for correctness and completeness. <u>For PhilID card /ePhilID holders:</u> 11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 11.3 Return the validated PhilID card/ePhilID to the client. 11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.	None	15 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, , PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD

<ul style="list-style-type: none"> First Time Jobseeker present claim stub 	<p>11.5 Retrieve the transaction in the system using the search query.</p> <p>11.6 Check the status of the Copy Issuance Birth request.</p> <p>11.7 If the processed request yielded positive result, print the PSA copy of the Birth Certificate.</p> <p>11.7.1 Print the Birth Certificate in the Security Paper (Secpa).</p> <p>11.7.2 Control the printed document in SECPA using the system.</p> <p>11.8 If the processed request yielded negative result, print the Negative Certification of Birth in SECPA, and Negative Result Advisory.</p> <p>11.8.1 Control the printed document in SECPA using the system.</p> <p>11.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p> <p><u>For first time Jobseeker:</u></p> <p>10.3 Reflect result of verification on the logbook/excel file.</p> <p>10.4 Ensure that the ID and claim stub is</p>			
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	presented/ submitted by the first time Jobseeker.			
12. Check the document. 12.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.	<p>12.1 Release the documents to the client.</p> <p>12.1.1 For negative result of request, advise the client to request an endorsement of his/her Birth Certificate from the Local Civil Registry Office (LCRO) where the Birth was registered to PSA.</p> <p>12.2.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>12.2.2 In case the image of the birth document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option for a clearer copy of the birth document through re-scanning of the image. <p>12.2.3 If the client agreed to have the requested birth document subjected to re-scanning, inform the client to wait for the Short Messaging</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>

<p>▪ First Time Jobseeker sign in the control logbook</p>	<p>Service (SMS) notification on the availability of the release of the requested document.</p> <p>12.3 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>12.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>12.5 Affix the initials of the Releaser in the OR.</p> <p>12.6 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.</p> <p><u>For first time Jobseeker:</u></p> <p>12.7 Require the First Time Jobseeker to sign in the control logbook.</p>			
TOTAL PROCESSING TIME: TWO (2) HOURS EXCLUSIVE OF QUEUEING TIME.				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 13) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No
 - Transaction Number
 - Complete details of the request
 - Description of the problem
 - BREN/ MREN/ DREN
- 14) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
- 15) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
- 16) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
- 17) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
- 18) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of birth documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of birth record from the CRS Database have extra or excess page(s) as follows: <ul style="list-style-type: none"> • Foot print of the child • Photo of the document owner • Marriage Contract of parents • A record stamp with LCRs 	1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop		

<p>signature</p> <ul style="list-style-type: none"> • Other attachments with foreign languages 	<p>down list and type the specific reason, click “SUSPEND” and click “OK”; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.8 Document is for pull-out from the Archive for re-</p>	<p>Help Desk Officer Unisys Managed Services Corp.,</p>	
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	<p>scanning and other related processes.</p> <p>1.9 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.10 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>2. PBO/SBO RSO after logging the details based on the transaction details, found another image of the birth record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type "mismatched image", click "SUSPEND" and click "OK"; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	

	<p>from the HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 PBO/SBO TL to notify the Outlet's TL and OS on the situation.</p> <p>2.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.7 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
3. Image of the birth record from the CRS Database is inverted or defective.	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others</p>		

	<p>from the drop down list and type the specific reason then click “SUSPEND” and then click “OK”; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.7 Document is for pull-out from the Archive for re-</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	
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	<p>scanning and other related processes.</p> <p>3.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.8 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>5. Image of the birth document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 PBO/SBO RSO to tag the transaction as MV and choose the reason and if not stated, specify the reason then click "ISSUE", then click "OK"; or</p> <p>5.2 If clients requested for a clear copy, PBO/SBO RSO to tag the transaction</p>		

	<p>as MV and choose others in the drop down list and type “CLEAR COPY”, click “SUSPEND” and click ok.</p> <p>5.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.4 PBO/SBO RSO to wait for the re-scanned image to be uploaded to the CRS Database</p> <p>5.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to request for a clearer copy of the document from the concerned LCRO. 	<p>Production and Maintenance Unit (PMU), Civil Register Management Division</p>	
<p>6. Double or multiple birth records are available in the CRS Database.</p>	<p>6. Double or multiple registration of a vital event is not allowed.</p> <p>6.1 PBO/ SBO RSO shall assess the records and issue the timely registered document.</p> <p>6.2 PBO/SBO RSO shall accomplish the multiple registration form.</p> <p>6.3 Log the document details to the CRS</p>		

	<p>Help Desk System for BREN Linking.</p> <p>6.4 HDO forwards to concerned Back-End Unit for appropriate action.</p> <p>6.5 Outlet's Releaser to print the birth record in CRS Security Paper (SECPA).</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	
<p>7. Birth image has incorrect index in the CRS Database</p>	<p>7. All birth images with incorrect indices must be updated and submitted for correction.</p> <p>7.1 RSO to report and to submit the necessary index correction through the use of Vital Event.</p> <p>7.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> It is only after the request for index correction has been approved that the RSO can process the verification. 	<p>Help Desk Officer Unisys Managed Services Corp.</p>	
<p>8. Verification from the CRS Database resulted to Negative Certification but with</p>	<p>8. In the event that the RSO, even after thorough investigation from the CRS Database, resulted to the issuance of a</p>		

<p>previously issued birth record.</p>	<p>Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>8.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 PBO/SBO RSO to tag the transaction as MV, choose others in the drop down list and type specific reason, click "SUSPEND" and click ok.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>8.6 Outlet releaser to print the result of the manual verification in CRS Security Paper (SECPA)</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p>	
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TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS

14. Copy Issuance of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

Provision of copy of the death certificate of the deceased person available in the PSA Civil Registry System (CRS) Database (converted documents).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public
3) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original) 4) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Office of the Barangay where the Guardian currently resides. Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder:	

<ul style="list-style-type: none"> The name of the Father should appear in the Birth Certificate of the child. 	
3. Priority Clients	
3.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
3.3 Pregnant Woman requesting for the death certificate of her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
3.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority

Reminder:

- PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for copy of Death Certificate of his/her immediate family members (spouse, children, and parents) are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App. or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
4. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser.	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p>

to the screener for completeness check.	<p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>

<p>7. Proceed to the encoding area.</p> <p>7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the AF and the required documents to the encoder.</p> <p>7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>7.2.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p>7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>	<p>None</p>	<p>10 minutes</p>	<p>Encoder PSA Civil Registry System Outlet</p> <p>Information Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF/transaction slip and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	<p>4 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p>

<ul style="list-style-type: none"> Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. 	<p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF/transaction slip.</p> <p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>			<p>or Outlet Manager/ Chief, CRSD</p>
<p>9. Proceed to the Releasing Area and wait while the request is being processed.</p>	<p>9.1 Fetch the transaction in the system.</p> <p>9.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct atleast five (5) unique queries from the System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>9.2.1 In case that the requested copy of the Death Certificate is available in the CRS Database, issue the certificate.</p> <p>9.2.2 In case that the requested copy of the Death Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Death.</p>	<p>None</p>	<p>1 hour</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/</p>

	9.2.3 In case that the requested copy of the Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.			Chief, CRSD
10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	10.1 Ensure that the QMS Public Digital Display is functional.	None	10 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
11. Proceed to the Releasing Window. 11.1 Present the ORIGINAL OR and other requirements.	11.1 Require the client to present/ submit the requirements and check for correctness and completeness. <u>For PhilID card /ePhilID holders:</u> 11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.	None	15 minutes	Releaser, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor,

	<p>11.3 Return the validated PhilID card/ePhilID to the client.</p> <p>11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>11.5 Retrieve the transaction in the system using the search query.</p> <p>11.6 Check the status of the Copy Issuance Death request.</p> <p>11.7 If the processed request yielded positive result, print the PSA copy of the Death Certificate.</p> <p>11.7.1 Print the Death Certificate in the Security Paper (Secpa).</p> <p>11.7.2 Control the printed document in SECPA using the system.</p> <p>11.8 If the processed request yielded negative result, print the Negative Certification of Death in SECPA, and Negative Result Advisory.</p> <p>11.8.1 Control the printed document in SECPA using the system.</p> <p>11.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			<p>PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
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<p>12. Check the document.</p> <p>12.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>12.1 Release the documents to the client.</p> <p>12.1.1 For negative result of request, advise the client to request an endorsement of Death Certificate from the Local Civil Registry Office (LCRO) where the Death was registered to PSA.</p> <p>12.2.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>12.2.2 In case the image of the death document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> The client must be given an option for a clearer copy of the death document through re-scanning of the image. <p>12.2.3 If the client agreed to have the requested Death document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

	<p>of the requested document.</p> <p>12.3 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>12.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>12.5 Affix the initials of the Releaser in the OR.</p> <p>12.6 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>			
TOTAL PROCESSING TIME: TWO (2) HOURS EXCLUSIVE OF QUEUEING TIME.				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

19) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:

- Image ID No
- Transaction Number
- Complete details of the request
- Description of the problem
- BREN/ MREN/ DREN

- 20) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
- 21) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
- 22) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
- 23) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
- 24) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of death record from the CRS Database have extra or excess page(s).	<p>1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click "SUSPEND" and click "OK"; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p>	Help Desk Officer Unisys Managed Services Corp.,	

	<p>-Image ID No. -Transaction Number -Complete details of the request -Description of the problem</p> <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.8 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.9 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.10 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
2. PBO/SBO RSO after logging the details based on the	2. The mismatched image should not be printed.		

<p>transaction details, found another image of the death record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type “mismatched image”, click “SUSPEND” and click “OK”; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 PBO/SBO TL to notify the Outlet’s TL and OS on the situation.</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	
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	<p>2.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.7 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>3. Image of the death record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/ defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click "SUSPEND" and then click "OK"; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <p>-Image ID No. -Transaction Number</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	

	<p>-Complete details of the request</p> <p>-Description of the problem</p> <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.7 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
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4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.6 Document is for pull-out from the Archive for re-</p>	Help Desk Officer Unisys Managed Services Corp.	

	<p>scanning and other related processes.</p> <p>4.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.8 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>5. Image of the death document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 PBO/SBO RSO to tag the transaction as MV and choose the reason and if not stated, specify the reason then click "ISSUE", then click "OK"; or</p> <p>5.2 If clients requested for a clear copy, PBO/SBO RSO to tag the transaction as MV and choose others in the drop down list and type "CLEAR COPY", click "SUSPEND" and click ok.</p> <p>5.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.4 PBO/SBO RSO to wait for the re-scanned</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division</p>	

	<p>image to be uploaded to the CRS Database</p> <p>5.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to request for a clearer copy of the document from the concerned LCRO. 		
6. Image of the death document has incorrect index in the CRS Database.	<p>6. All death images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ It is only after the request for index correction has been approved that the RSO can process the verification. 	Help Desk Officer Unisys Managed Services Corp.	
7. Verification from the CRS Database resulted to Negative Certification but with	7. In the event that the RSO, even after thorough investigation from the CRS		

<p>previously issued death record.</p>	<p>Database, resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 PBO/SBO RSO to tag the transaction as MV, choose others in the drop down list and type specific reson, click "SUSPEND" and click ok.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>8.6 Outlet releaser to print the result of the manual verification in CRS Security Paper (SECPA)</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p>	
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TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS

15. Copy Issuance of Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

Provision of copy of the Contract of Marriage between two individuals available in the PSA Civil Registry Database (converted documents).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Basic Requirements for all types of Requesters			
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.		Booked through the CRS Appointment System https://appointment.psa.gov.ph	
<u>Reminder:</u>			
<ul style="list-style-type: none">If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.			
Properly filled-out Health Survey Form (1 copy); or		Entry points of the PSA Civil Registry System Outlets.	
Updated QR Code of the COVID-19 Digital Contact Tracing App		Google Play Store or Apple App Store	

Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Spouses/Husband and Wife)	
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority

3. Guardian to his/her ward	
<p>Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>
<p>Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p> <p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
<p>Duly notarized Affidavit of Kinship (1 original)</p>	<p>Lawyer/Notary Public</p>
<p>Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities.</p> <p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
5. Authorized Representative	
<p>Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Reminder:</p>	<p>Any of the contracting parties (husband or wife) authorizing the representative.</p> <p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p>

<ul style="list-style-type: none"> For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID. 	<p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p> <p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person. 	<p>Any of the contracting parties (husband or wife) authorizing the representative</p>
<p>6. Priority Clients</p>	

6.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
<p>Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
6.3 Pregnant Woman requesting for her own marriage document and her parents	
<p>Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p> <p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents	
<p>Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and</p>

	Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority
<p><u>Reminder:</u></p> <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents 	
6. First Time Jobseeker (RA 11261)	
<p><u>Reminder:</u></p> <ul style="list-style-type: none"> Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once 	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer.
Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Jobseeker currently resides
Valid Identity Document (ID) of the First Time Jobseeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	<p>None</p>	<p>5 minutes</p>	<p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and 	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name;</p> <p>b. Name of client;</p> <p>c. Scheduled date and time; and</p> <p>d. IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>

<p>issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <ul style="list-style-type: none"> ▪ CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>				
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<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF- Marriage Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal,</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p>

				or Outlet Manager/ Chief, CRSD
5. Proceed to the screening area. 5.1 Present the AF and the required documents to the screener for completeness check.	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the</p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p>

<p>▪ First Time Jobseeker, proceed to the Public Assistance and Complaints Desk (PACD)</p>	<p>payment of corresponding fees.</p> <p><u>For first time Jobseeker:</u></p> <p>5.6 Stamp the submitted requirements as officially “Received by” PSA. Endorse the First Time Jobseeker to the PACD</p> <p>5.7 Accept the requirements and indicate therein the date of receipt and collect them. Attach requirements to the AF and label it as “Pro-Bono.”</p> <p>5.8 Record the request in the logbook for control and reporting purposes.</p>			<p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>6. Get Queue Ticket Number (QTN)</p>	<p>6.1 Ensure that QTN is functioning and ready for distribution.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System</p>

<p>7. Proceed to the encoding area.</p> <p>7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the AF and the required documents to the encoder.</p> <p>7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>7.2.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p>7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>	None	10 minutes	<p>Encoder PSA Civil Registry System Outlet</p> <p>Information Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the payment window.</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p>	<p><u>Total Fee</u></p> <p>Php 155.00 per copy</p>	4 minutes	Collecting Officer,

<p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF/transaction slip and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). ▪ Make sure to count the change before leaving the counter. 	<p>8.2 Receive and check the AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF/transaction slip.</p> <p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p>	<p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>		<p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
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	<p><u>For first time Jobseeker:</u></p> <ul style="list-style-type: none"> ▪ Remind him/her that he/she can avail of the free copy issuance of his/her marriage from the PSA only once. ▪ Issue a claim stub to First Time Jobseeker and Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area <p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>	Pursuant to RA 11261 , the issuance of one (1) copy of the marriage certificate for a first time Jobseeker is to be issued for <u>FREE</u>		
9. Proceed to the Releasing Area and wait while the request is being processed.	<p>9.1 Fetch the transaction in the system.</p> <p>9.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct atleast five (5) unique queries</p>	None	<p>1 hour</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer,</p> <p>Primary Back Office / Secondary Back Office</p> <p>Team Leader,</p>

	<p>from the System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>9.2.1 In case that the requested copy of the Marriage Certificate is available in the CRS Database, issue the certificate.</p> <p>9.2.2 In case that the requested copy of the Marriage Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Marriage.</p> <p>9.2.3 In case that the requested copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p>			<p>Primary Back Office / Secondary Back Office</p> <p>Supervisor,</p> <p>Primary Back Office / Secondary Back Office</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	9.1 Ensure that the QMS Public Digital Display is functional.	None	10 minutes	<p>Releaser,</p> <p>PSA Civil Registry System Outlet</p>

				<p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>11. Proceed to the Releasing Window.</p> <p>11.1 Present the ORIGINAL OR and other requirements.</p>	<p>11.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID</p>	None	15 minutes	<p>Releaser,</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p>

	<p>Card/ePhilID using PhilSys Check.</p> <p>11.3 Return the validated PhilID card/ePhilID to the client.</p> <p>11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>11.5 Retrieve the transaction in the system using the search query.</p> <p>11.6 Check the status of the Copy Issuance Marriage request.</p> <p>11.7 If the processed request yielded positive result, print the PSA copy of the Marriage Certificate.</p> <p>11.7.1 Print the Marriage Certificate in the Security Paper (Secpa).</p> <p>11.7.2 Control the printed document in</p>			<p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
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	<p>SECPA using the system.</p> <p>11.8 If the processed request yielded negative result, print the</p> <p>Negative Certification of Marriage in SECPA, and</p> <p>Negative Result Advisory.</p> <p>11.8.1 Control the printed document in SECPA using the system.</p> <p>11.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p> <p><u>For first time Jobseeker:</u></p> <p>10.3 Reflect result of verification on the logbook/excel file.</p> <p>10.4 Ensure that the ID and claim stub is presented/ submitted by the first time Jobseeker.</p>			
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First Time Jobseeker present claim stub				
<p>12. Check the document.</p> <p>12.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>12.1 Release the documents to the client.</p> <p>12.1.1 For negative result of request, advise the client to request an endorsement of his/her Marriage Certificate from the Local Civil Registry Office (LCRO) where the Marriage was registered to PSA.</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p>

	<p>12.2.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>12.2.2 In case the image of the marriage document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option for a clearer copy of the marriage document through re-scanning of the image. <p>12.2.3 If the client agreed to have the requested marriage document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>			<p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
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	<p>12.3 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>12.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>12.5 Affix the initials of the Releaser in the OR.</p> <p>12.6 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p> <p><u>For first time Jobseeker:</u></p> <p>12.7 Require the First Time Jobseeker to sign in the control logbook.</p>			
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First Time Jobseeker sign in the control logbook				
TOTAL PROCESSING TIME: <u>TWO (2) HOURS</u> EXCLUSIVE OF QUEUEING TIME.				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

25) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:

- Image ID No
- Transaction Number
- Complete details of the request
- Description of the problem
- BREN/ MREN/ DREN

26) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.

27) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.

28) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.

29) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.

30) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	1. The copy of the marriage record that have extra or excess page(s) are not to be		

	<p>printed and issued to the clients.</p> <p>1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click "SUSPEND" and click "OK"; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Outlet's TL to inform the client on the</p>	<p>Help Desk Officer Unisys Managed Services Corp.,</p>	
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	<p>situation and on the rescheduled date of release.</p> <p>1.8 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.9 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.10 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type "mismatched image", click "SUSPEND" and click "OK"; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	

	<p>transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 PBO/SBO TL to notify the Outlet's TL and OS on the situation.</p> <p>2.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.7 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
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<p>3. Image of the marriage record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click “SUSPEND” and then click “OK”; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Outlet’s TL to inform the client on the situation and on the</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	
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	<p>rescheduled date of release.</p> <p>3.7 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>4. Image of the marriage record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.8 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>5. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 PBO/SBO RSO to tag the transaction as MV and choose the reason and if not stated, specify the reason then click "ISSUE", then click "OK"; or</p>		

	<p>5.2 If clients requested for a clear copy, PBO/SBO RSO to tag the transaction as MV and choose others in the drop down list and type "CLEAR COPY", click "SUSPEND" and click ok.</p> <p>5.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.4 PBO/SBO RSO to wait for the re-scanned image to be uploaded to the CRS Database</p> <p>5.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to request for a clearer copy of the document from the concerned LCRO. 	<p>Production and Maintenance Unit (PMU), Civil Register Management Division</p>	
6. Image of the marriage document has incorrect index in the CRS Database.	<p>6. All marriage images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event.</p>		

	<p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> It is only after the request for index correction has been approved that the RSO can process the verification. 	<p>Help Desk Officer Unisys Managed Services Corp.</p>	
<p>7. Verification from the CRS Database resulted to Negative Certification but with previously issued marriage record.</p>	<p>7. In the event that the RSO, even after thorough investigation from the CRS Database, resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>7.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 PBO/SBO RSO to tag the transaction as</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p>	

	<p>MV, choose others in the drop down list and type specific reason, click "SUSPEND" and click ok.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>7.6 Outlet releaser to print the result of the manual verification in CRS Security Paper (SECPA)</p>	<p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p>	
TOTAL PROCESSING TIME: <u>SEVEN (7) WORKING DAYS</u>			

16. Issuance of Certificate of No Marriage Record/Advisory on Marriages at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

Provision of certification to an individual as to whether a record(s) of marriage(s) (Advisory on Marriages) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENOMAR).

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
<u>Reminder:</u>	

<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
<p>If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:</p> <p>Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)</p>	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Spouse (Husband/Wife)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
4. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original)	Lawyer/Notary Public

Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ For authorization letter and Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 49) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 50) Indicate the type of document, and must be able to provide the specific details required in the AF; 51) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; 52) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 53) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 54) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter	Document owner

must be identical to the valid ID of the document owner and the authorized person.	
6. Special Cases Clients	
6.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 3) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 4) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.2 Nearest of kin of the deceased document owner (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7. Priority Clients	
7.1 Senior Citizen requesting for his/her own document, his/her spouse, and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
7.2 Physically Challenged Client/PWD requesting for his/her own document, his/her spouse, and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare

Philippine Identification (PhilID) Card (1 original)	and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
7.3 Pregnant Woman requesting for his/her own document, his/her spouse, and his/her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7.4. Health and Emergency Frontline Service Provider requesting for his/her own document, his/her spouse, and his/her parents	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
7.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: ▪ PhilID card/ePhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment.	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor or PSA Civil Registry System Outlet or

<p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for his/her own CENOMAR, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment. 				<p>Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. ▪ CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for CENOMAR/Advisory on Marriages will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU)</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information on Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information on Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
4. Get an Application Form- Certificate of No Record of Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.	None	3 minutes	<p>Information on Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees</p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>6. Get Queue Ticket number (QTN)</p>	<p>6.1 Ensure that QTN is ready for distribution.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System</p>
<p>7. Proceed to the encoding area.</p> <p>7.1 If opted to transact in the encoding window, wait for the QTN to be</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting</p>	None	10 minutes	<p>Encoder PSA Civil Registry System Outlet</p>

<p>shown in the QMS Public Digital Display.</p> <p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the AF and the required documents to the encoder.</p> <p>7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>7.2.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>Officer role for cashless payment.</p> <p>7.3 Receive the AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p>7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>			<p>Information on Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF/transaction slip and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> • Priority Clients to proceed to the Priority Lane. • Clients with PhilID card/ePhilID to proceed to the 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN</p>	<p><u>Total Fee</u> Php 210.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 180.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	<p>4 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>

<p>Priority Lane/ Special Lane.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. 	<p>and accomplished AF/transaction slip.</p> <p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Area and wait while the request is being processed.</p>	<p>9.1 Fetch the transaction in the system.</p> <p>9.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct at least nineteen (19) unique queries from the System pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female.</p> <p>9.2.1 If there is no record of Marriage in the CRS Database, print the Certificate of No Marriage Record (CENOMAR).</p> <p>9.2.2 In case that the client has a record of Marriage in the CRS Database, instead of the CENOMAR, the document to be issued is the Advisory on Marriages.</p>	<p>None</p>	<p>1 working day</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>

	9.2.3 In case that the copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.			
10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	10.1 Ensure that the QMS Public Digital Display is functional.	None	20 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>11. Proceed to the Releasing Window.</p> <p>11.1 Present the ORIGINAL OR and other requirements.</p>	<p>11.1 Require the client to present / submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card / ePhilID holders:</u></p> <p>11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, or,</p>

	<p>11.3 Return the validated PhilID</p> <p>11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>11.5 Retrieve the transaction in the system using the search query.</p> <p>11.6 Check the status of the CENOMAR request.</p> <p>11.7 If the processed request yielded positive result, print the Advisory on Marriages (CEMAR).</p> <p>11.7.1 Print the Advisory on Marriages (CEMAR) in the Security Paper (Secpa).</p> <p>11.7.2 Control the printed document in SECPA using the system.</p> <p>11.8 If the processed request yielded negative result, print the CENOMAR in SECPA.</p> <p>11.8.1 Control the printed document in SECPA using the system.</p> <p>11.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			<p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
12. Check the document.	12.1 Release the documents to the client.		5 minutes	Releaser,

<p>12.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>12.1.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>12.3 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>12.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>12.4 Affix the initials of the Releaser in the OR.</p> <p>12.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>			<p>PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, or, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>TOTAL PROCESSING TIME: <u>ONE (1) WORKING DAY AND ONE (1) HOUR EXCLUSIVE OF QUEUEING TIME.</u></p>				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

31) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:

- Image ID No
- Transaction Number

- Complete details of the request
- Description of the problem
- BREN/ MREN/ DREN

32) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.

33) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.

34) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.

35) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.

36) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

CENOMAR request that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. CENOMAR request but with certificate of divorce filed thru Sharia' Court that is not annotated in the concerned Certificate of Marriage.	<p>1. To issue Advisory on Marriage/s.</p> <p>1.1 PBO/SBO RSO to tag the transaction as Manual Verification (MV); suspend the transaction, choose others in the drop down list and type "Document Sub-type, divorce obtain thru Sharia' Court", click "SUSPEND" and click "OK";</p> <p>1.2 Once Tag as MV, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p>		

	<p>1.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.4 Once acted by the Back-end Unit, the transaction number will queue up to the civil registry system processing queue.</p> <p>1.5 PBO/SBO RSO to fetch the transaction, for processing.</p> <p>1.6 Outlet's Releaser to print the image in CRS Security Paper (SECPA).</p>	Production and Maintenance Unit, Civil Register Management Division (CRMD)	
TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS			

17. Issuance of Certificate of No Death Record/ Existence of Death at PSA Civil Registry System Outlet

Provision of certification to an individual as to whether a record(s) of death (Advisory on Death) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENODEATH).

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.

Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public

(1 original) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Office of the Barangay where the Guardian currently resides. Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Priority Clients	
3.1 Senior Citizen requesting for the CENODEATH certificate of his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	

<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
<p>3.3 Pregnant Woman requesting for the CENODEATH certificate of her own spouse, parents and son/daughter</p>	
<p>Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter</p>	
<p>Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)</p>
<p>3.5 Clients who are PhilID card/ePhilID holders</p>	
<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse,</p>	<p>Philippine Statistics Authority</p>

children, and parents) civil registry documents and certification including authentication.	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for the CENODEATH of his/her immediate family members (spouse, children and his/her parents) are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request for CENODEATH/Advisory on Death will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Certificate of No Record of Death (Blue Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader,</p>

	<p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF and the ID (s) to the client as it will be presented to the Encoder prior to the payment of corresponding fees</p>			<p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
6. Get Queue Ticket number (QTN)	6.1 Ensure that QTN is ready for distribution.	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>
<p>7. Proceed to the encoding area.</p> <p>7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the AF and the required</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p>	None	10 minutes	<p>Encoder PSA Civil Registry System Outlet</p> <p>Information Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry</p>

documents to the encoder. 7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area. 7.2.1 Encode QTN and the complete details of the request and print the transaction slip.	7.5 Return the AF, the ID(s) to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees. 7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.			System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
8. Proceed to the payment window. 8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window. 8.2 Submit the AF/transaction slip and the required documents to the Payment Window. 8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment. <ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. 	8.1 Ensure that the QMS Public Digital Display is functional. 8.2 Receive and check the AF/transaction slip and the requirements. 8.3 Retrieve the transaction in the system using the search query. 8.4 Accept the corresponding payment and generate an Official Receipt (OR). 8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area. 8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF/transaction slip. 8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document. For Priority Clients:	<u>Total Fee</u> Php 210.00 per copy Breakdown: Processing Fee: - Php 180.00 Documentary Stamp Tax - Php 30.00	4 minutes	Collecting Officer, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD

	8.8 Instruct the Priority Client to wait for the release of the document.			
9. Proceed to the Releasing Area and wait while the request is being processed.	<p>9.1 Fetch the transaction in the system.</p> <p>9.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct at least nineteen (19) unique queries from the System.</p> <p>9.2.1 If there is no record of Death in the CRS Database, print the Certificate of No Death Record (CENODEATH).</p> <p>9.2.2 In case that the client has a record of Death in the CRS Database, instead of the CENODEATH the document to be issued is the Advisory on Death.</p> <p>9.2.3 In case that the copy of the Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p>	None	<p>1 working day</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>
10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	10.1 Ensure that the QMS Public Digital Display is functional.	None	20 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader,</p>

				PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
11. Proceed to the Releasing Window. 11.1 Present the ORIGINAL OR and other requirements.	<p>11.1 Require the client to present / submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card / ePhilID holders:</u></p> <p>11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>11.3 Return the validated PhilID</p> <p>11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>11.5 Retrieve the transaction in the system using the search query.</p> <p>11.6 Check the status of the CENODEATH request.</p> <p>11.7 If the processed request yielded positive</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>result, print the Advisory of Death (CEDEATH).</p> <p>11.7.1 Print the Advisory of Death (CEDEATH) in the Security Paper (Secpa).</p> <p>11.7.2 Control the printed document in SECPA using the system.</p> <p>11.8 If the processed request yielded negative result, print the CENODEATH in SECPA.</p> <p>11.8.1 Control the printed document in SECPA using the system.</p> <p>11.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
<p>12. Check the document.</p> <p>12.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>12.1 Release the documents to the client.</p> <p>12.1.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>12.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>12.4 Ensure the "Acknowledgement of</p>		5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or</p>

	<p>Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>12.4 Affix the initials of the Releaser in the OR.</p> <p>12.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.</p>			Outlet Manager/ Chief, CRSD
TOTAL PROCESSING TIME: <u>ONE (1) WORKING DAY AND ONE (1) HOUR</u> EXCLUSIVE OF QUEUEING TIME.				

18. Issuance of Viewable Online Request of Birth Certificate at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.

Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
<p>If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:</p> <p>Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)</p>	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Authorized Representative	
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Reminder:</p> <ul style="list-style-type: none"> For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID. 	
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>55) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>56) Indicate the type of document, and must be able to provide the specific details required in the AF;</p>	Document owner

<p>57) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>58) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>59) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>60) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
<p>3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of therequesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter</p>	<p>Philippine Statistics Authority</p>
<p>5. Special Cases Clients</p>	
<p>5.1 Guardian of document owner who is a minor or below 18 years of age.</p>	
<p>Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>

5) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)	Office of the Barangay where the Guardian currently resides
6) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.2 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.3 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder:	
<ul style="list-style-type: none"> The name of the Father should appear in the Birth Certificate of the child. 	
5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	

PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority(1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own document, spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: ▪ PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry

<p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment. 				<p>System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. ▪ CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>

of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents to the</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p>

<p>screener for completeness check.</p>	<p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>6. Get Queue Ticket Number (QTN)</p>	<p>6.1 Ensure that QTN is functioning and ready for distribution.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>
<p>7. Proceed to the encoding area.</p> <p>7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting</p>	<p>None</p>	<p>10 minutes</p>	<p>Encoder PSA Civil Registry System Outlet</p> <p>Information Marshal</p>

<p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the AF and the required documents to the encoder.</p> <p>7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>7.2.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>Officer role for cashless payment.</p> <p>7.3 Receive the AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p>7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>			<p>PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF/transaction slip and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Print the Web Access Information Slip.</p> <p>8.6 Attach the OR to the Web Access Information Slip.</p>	<p><u>Total Fee</u> Php 130.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 100.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	<p>4 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>

<p>9. Receive the Web Access Information Slip.</p> <p>9.1 Check the document.</p> <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. <p>9.2 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>9.1 Release the Web Access Information Slip and OR to the client.</p> <p>9.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>9.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Collecting Officer in the OR.</p> <p>9.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>	None	5 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>10. Check the availability of the document on the website provided in the Web Access Information Slip.</p>	<p>10.1 Fetch the transaction in the system.</p> <p>10.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct atleast five (5) unique queries from the System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p>	None	<p>1 hour</p> <p>Reminder:</p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p>

	<p>10.2.1 In case that the requested copy of the Birth Certificate is available in the CRS Database, issue the certificate.</p> <p>10.2.2 In case that the requested copy of the Birth Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Birth.</p> <p>10.2.3 In case that the requested copy of the Birth Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>10.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>			<p>Supervisor , Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>
TOTAL PROCESSING TIME: <u>ONE (1) HOUR AND THIRTY FIVE (35) MINUTES EXCLUSIVE OF QUEUEING TIME.</u>				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

37) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:

- Image ID No
- Transaction Number
- Complete details of the request

- Description of the problem
- BREN/ MREN/ DREN

- 38) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
- 39) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
- 40) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
- 41) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
- 42) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of birth documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of birth record from the CRS Database have extra or excess page(s) as follows: <ul style="list-style-type: none"> • Foot print of the child • Photo of the document owner • Marriage Contract of parents • A record stamp with LCRs signature • Other attachments with foreign languages 	1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click "SUSPEND" and click "OK"; or		

<p>2. PBO/SBO RSO after logging the details based on the transaction details, found another image of the birth record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type “mismatched image”, click “SUSPEND” and click “OK”; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 Document is for pull-out from the</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	
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	<p>Archive for re-scanning and other related processes.</p> <p>2.6 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.7 PBO/SBO to issue the document in the system.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>3. Image of the birth record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click "SUSPEND" and then click "OK"; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	

	<p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.8 PBO/SBO to issue the document in the system.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <p>-Image ID No.</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>-Transaction Number -Complete details of the request -Description of the problem</p> <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.6 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.7 PBO/SBO to issue the document in the system.</p>	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)	
5. Image of the birth document from the CRS Database is blurred (or with unreadable entries)	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 PBO/SBO RSO to tag the transaction as</p>		

	<p>MV and choose the reason and if not stated, specify the reason then click "ISSUE", then click "OK"; or</p> <p>5.2 If clients requested for a clear copy, PBO/SBO RSO to tag the transaction as MV and choose others in the drop down list and type "CLEAR COPY", click "SUSPEND" and click ok.</p> <p>5.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.4 PBO/SBO RSO to wait for the re-scanned image to be uploaded to the CRS Database</p> <p>5.5 PBO/SBO to issue the document in the system.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to request for a clearer copy of the document from the concerned LCRO. 	<p>Production and Maintenance Unit (PMU), Civil Register Management Division</p>	
6. Double or multiple birth records are available in the CRS Database.	<p>6. Double or multiple registration of a vital event is not allowed.</p> <p>6.1 PBO/ SBO RSO shall assess the records and issue the</p>		

	<p>timely registered document.</p> <p>6.2 PBO/SBO RSO shall accomplish the multiple registration form.</p> <p>6.3 Log the document details to the CRS Help Desk System for BREN Linking.</p> <p>6.4 HDO forwards to concerned Back-End Unit for appropriate action.</p> <p>6.5 PBO/SBO to issue the document in the system.</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	
<p>7. Birth image has incorrect index in the CRS Database</p>	<p>7. All birth images with incorrect indices must be updated and submitted for correction.</p> <p>7.1 RSO to report and to submit the necessary index correction through the use of Vital Event.</p> <p>7.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> It is only after the request for index correction has been approved that the RSO can process the verification. 	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

<p>8. Verification from the CRS Database resulted to Negative Certification but with previously issued birth record.</p>	<p>8. In the event that the RSO, even after thorough investigation from the CRS Database, resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>8.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 PBO/SBO RSO to tag the transaction as MV, choose others in the drop down list and type specific reason, click "SUSPEND" and click ok.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p>	
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	8.6 PBO/SBO to issue the document in the system.	Production and Maintenance Unit, Civil Register Management Division (CRMD)	
TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS			

19. Issuance of Viewable Online Request of Death Certificate at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Properly filled-out Health Survey Form (1 copy); or Updated QR Code of the COVID-19 Digital Contact Tracing App	Entry points of the PSA Civil Registry System Outlets. Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	

Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 5) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original) 6) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides. Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT,	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

SIGNATURE and issued by an official authority (1 original and 1 photocopy)	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Priority Clients	
3.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDCA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
3.3 Pregnant Woman requesting for the death certificate of her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City,

	and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
3.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) <u>Reminder:</u> <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. 	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. <u>Reminder:</u> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for copy of Death Certificate of his/her immediate family members (spouse, children, and parents) are allowed to transact in the outlet without an appointment 	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.	2.1 Check carefully the following information on the presented CRS Appointment Slip:	None	1 minute	Information Marshal/S

2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.	a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.			Security Guard Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet. 3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form 3.2 Allow temperature check.	3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form. 3.2 Check the body temperature of client using a thermal scanner.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
4. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser.	None	3 minutes	Information Marshal, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor

				PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
5. Proceed to the screening area. 5.1 Present the AF and the required documents to the screener for completeness check.	5.1 Screen the AF and the requirements. <u>For PhilID card /ePhilID holders:</u> 5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 5.3 Return the validated PhilID card/ePhilID to the client. 5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. 5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.	None	5 minutes	Screeners, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/Security Guard Outlet Supervisor

				PSA Civil Registry System
<p>7. Proceed to the encoding area.</p> <p>7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the AF and the required documents to the encoder.</p> <p>7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>7.2.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p>7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>	None	10 minutes	<p>Encoder PSA Civil Registry System Outlet</p> <p>Information Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Print the Web Access Information Slip.</p>	<p><u>Total Fee</u> Php 130.00 per copy</p> <p>Breakdown: Processing Fee: -Php 100.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry</p>

<ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. 	8.6 Attach the OR to the Web Access Information Slip.			System Outlet or Outlet Manager/Chief, CRSD
<p>9. Receive the Web Access Information Slip.</p> <p>9.1 Check the document.</p> <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. <p>9.2 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>9.1 Release the Web Access Information Slip and OR to the client.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Collecting Officer in the OR.</p> <p>9.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>	None	5 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>10. Check the availability of the document on the website provided in the Web Access Information Slip.</p>	<p>10.1 Fetch the transaction in the system.</p> <p>10.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct atleast five (5) unique queries from the System pursuant to the issued PSA Office</p>	None	<p>1 hour</p> <p>Reminder:</p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader,</p>

	<p>Memorandum No. 2021-139 dated 01 June 2021.</p> <p>10.2.1 In case that the requested copy of the Death Certificate is available in the CRS Database, issue the certificate.</p> <p>10.2.2 In case that the requested copy of the Death Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Death.</p> <p>10.2.3 In case that the requested copy of the Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>10.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>			<p>Primary Back Office / Secondary Back Office</p> <p>Supervisor , Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>
TOTAL PROCESSING TIME: ONE (1) HOUR AND THIRTY FIVE (35) MINUTES EXCLUSIVE OF QUEUEING TIME.				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

43) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:

- Image ID No
- Transaction Number

- Complete details of the request
- Description of the problem
- BREN/ MREN/ DREN

44) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.

45) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.

46) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.

47) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.

48) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of death record from the CRS Database have extra or excess page(s).	<p>1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click "SUSPEND" and click "OK"; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk</p>	Help Desk Officer	

	<p>System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.8 PBO/SBO to issue the document in the system.</p>	<p>Unisys Managed Services Corp.,</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>2. PBO/SBO RSO after logging the details based on the transaction details, found another image of the death record from the CRS</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others</p>		

Database even with the correct index details (mismatched Image)	from the drop down list and type "mismatched image", click "SUSPEND" and click "OK"; or 2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction. 2.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process. 2.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor. 2.5 Document is for pull-out from the Archive for re-scanning and other related processes.	Help Desk Officer Unisys Managed Services Corp
	2.6 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.	Production Maintenance Unit (PMU),

	2.7 PBO/SBO to issue the document in the system.	Civil Register Management Division (CRMD)	
3. Image of the death record from the CRS Database is inverted or defective.	<p>3. The inverted/ defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click "SUSPEND" and then click "OK"; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p>	Help Desk Officer Unisys Managed Services Corp	

	<p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.8 PBO/SBO to issue the document in the system.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.6 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.7 PBO/SBO to issue the document in the system.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>5. Image of the death document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 PBO/SBO RSO to tag the transaction as MV and choose the reason and if not stated, specify the reason then click "ISSUE", then click "OK"; or</p>		

	<p>5.2 If clients requested for a clear copy, PBO/SBO RSO to tag the transaction as MV and choose others in the drop down list and type "CLEAR COPY", click "SUSPEND" and click ok.</p> <p>5.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.4 PBO/SBO RSO to wait for the re-scanned image to be uploaded to the CRS Database</p> <p>5.5 PBO/SBO to issue the document in the system.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to request for a clearer copy of the document from the concerned LCRO. 	<p>Production and Maintenance Unit (PMU), Civil Register Management Division</p>	
<p>6. Image of the death document has incorrect index in the CRS Database.</p>	<p>6. All death images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> It is only after the request for index correction has been approved that the RSO can process the verification. 		
<p>7. Verification from the CRS Database resulted to Negative Certification but with previously issued death record.</p>	<p>7. In the event that the RSO, even after thorough investigation from the CRS Database, resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 PBO/SBO RSO to tag the transaction as MV, choose others in the drop down list and type specific reson,</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p>	

	<p>click “SUSPEND” and click ok.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>8.6 PBO/SBO to issue the document in the system.</p>	<p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p>	
TOTAL PROCESSING TIME: <u>SEVEN (7) WORKING DAYS</u>			

20. Issuance of Viewable Online Request of Marriage Certificate at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
<p>Reminder:</p> <ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.

Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Spouses/Husband and Wife)	
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
3. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public

Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: <ul style="list-style-type: none"> For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID. 	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 61) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 62) Indicate the type of document, and must be able to provide the specific details required in the AF; 63) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; 64) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 65) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 66) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be	Any of the contracting parties (husband or wife) authorizing the representative

identical to the valid ID of the document owner and the authorized person.	
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
6.3 Pregnant Woman requesting for her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority

<p><u>Reminder:</u></p> <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	<p>None</p>	<p>5 minutes</p>	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. CRS Appointment Slip bearing the name of the AR. 	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
4. Get an Application Form-Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p>

				or Outlet Manager/ Chief, CRSD
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor , PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	<p>Information Marshal/S ecurity Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>

<p>7. Proceed to the encoding area.</p> <p>7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the AF and the required documents to the encoder.</p> <p>7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>7.2.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p>7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>	<p><u>None</u></p>	<p>10 minutes</p>	<p>Encoder PSA Civil Registry System Outlet</p> <p>Information Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF/transaction slip and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p>	<p><u>Total Fee</u> Php 130.00 per copy</p> <p><u>Breakdown:</u></p> <p>Processing Fee: -Php 100.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	<p>4 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry</p>

<ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. 	<p>8.5 Print the Web Access Information Slip.</p> <p>8.6 Attach the OR to the Web Access Information Slip.</p>			<p>System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>9. Receive the Web Access Information Slip.</p> <p>9.1 Check the document.</p> <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. <p>9.2 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>9.1 Release the Web Access Information Slip and OR to the client.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Collecting Officer in the OR.</p> <p>9.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>	None	5 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>10. Check the availability of the document on the website provided in the Web Access Information Slip.</p>	<p>10.1 Fetch the transaction in the system.</p> <p>10.2 Verify from the CRS database the request on the basis of details that has been encoded.</p>	None	<p>1 hour</p> <p>Reminder:</p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p>

	<p>Conduct at least five (5) unique queries from the System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>10.2.1 In case that the requested copy of the Marriage Certificate is available in the CRS Database, issue the certificate.</p> <p>10.2.2 In case that the requested copy of the Marriage Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Marriage.</p> <p>10.2.3 In case that the requested copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>10.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>		<p>of verification from the System.</p>	<p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>
TOTAL PROCESSING TIME: ONE (1) HOUR AND THIRTY FIVE (35) MINUTES EXCLUSIVE OF QUEUEING TIME.OF QUEUEING TIME.				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 49) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No
 - Transaction Number
 - Complete details of the request
 - Description of the problem
 - BREN/ MREN/ DREN
- 50) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
- 51) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
- 52) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
- 53) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
- 54) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	1. The copy of the marriage record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down		

	<p>list and type the specific reason, click “SUSPEND” and click “OK”; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.8 PBO/SBO to issue the document in the system.</p>	<p>Help Desk Officer Unisys Managed Services Corp.,</p>	
		<p>Production and Maintenance Unit (PMU),</p>	

		Civil Register Management Division (CRMD)	
2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type “mismatched image”, click “SUSPEND” and click “OK”; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO</p>	Help Desk Officer Unisys Managed Services Corp	

	<p>TL and PBO/SBO Supervisor.</p> <p>2.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.8 PBO/SBO to issue the document in the system.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>3. Image of the marriage record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click "SUSPEND" and then click "OK"; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <p>-Image ID No. -Transaction Number</p>	<p>Help Desk Officer Unisys Managed Services Corp</p>	

	<p>-Complete details of the request -Description of the problem</p> <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.8 PBO/SBO to issue the document in the system.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
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<p>5. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 PBO/SBO RSO to tag the transaction as MV and choose the reason and if not stated, specify the reason then click “ISSUE”, then click “OK”; or</p> <p>5.2 If clients requested for a clear copy, PBO/SBO RSO to tag the transaction as MV and choose others in the drop down list and type “CLEAR COPY”, click “SUSPEND” and click ok.</p> <p>5.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.4 PBO/SBO RSO to wait for the re-scanned image to be uploaded to the CRS Database</p> <p>5.6 PBO/SBO to issue the document in the system.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option to request for a clearer copy of the document from the concerned LCRO. 	<p>Production and Maintenance Unit (PMU), Civil Register Management Division</p>	
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6. Image of the marriage document has incorrect index in the CRS Database.	<p>6. All marriage images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <ul style="list-style-type: none"> It is only after the request for index correction has been approved that the RSO can process the verification. 	Help Desk Officer Unisys Managed Services Corp.	
7. Verification from the CRS Database resulted to Negative Certification but with previously issued marriage record.	<p>7. In the event that the RSO, even after thorough investigation from the CRS Database, resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued</p>	Care Officer,	

	<p>document from the client.</p> <p>7.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 PBO/SBO RSO to tag the transaction as MV, choose others in the drop down list and type specific reason, click "SUSPEND" and click ok.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>7.6 PBO/SBO to issue the document in the system.</p>	<p>Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p>	
TOTAL PROCESSING TIME: <u>SEVEN (7) WORKING DAYS</u>			

21. Issuance of Viewable Online Request of Certification of No Marriage Record/Existence of Marriage Record at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	
Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Spouse (Husband/Wife)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
4. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ For authorization letter and Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 67) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;	Document owner

<p>68) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>69) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>70) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>71) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>72) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
6. Special Cases Clients	
6.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>5) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>6) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.2 Nearest of kin of the deceased document owner (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7. Priority Clients	
7.1 Senior Citizen requesting for his/her own document, his/her spouse, and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
7.2 Physically Challenged Client/PWD requesting for his/her own document, his/her spouse, and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
7.3 Pregnant Woman requesting for his/her own document, his/her spouse, and his/her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7.4. Health and Emergency Frontline Service Provider requesting for his/her own document, his/her spouse, and his/her parents	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
7.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority

Reminder:	
<ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for his/her own document, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) 	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>

<p>and the AR's valid ID.</p> <ul style="list-style-type: none"> CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for CENOMAR/Advisory on Marriages will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Certificate of No Record of Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p>

				<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor or PSA Civil Registry System
7. Proceed to the encoding area. 7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display. 7.1.1 Determine the mode of payment of the request, if cash or cashless payment. 7.1.2 Present the AF and the required documents to the encoder. 7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area. 7.2.1 Encode QTN and the complete details of the request and print the transaction slip.	7.1 Ensure that the QMS Public Digital Display is functional. 7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. 7.3 Receive the AF and other requirements. 7.4 Encode into the system the QTN and the details of the requests. 7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees. 7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.	None	10 minutes	Encoder PSA Civil Registry System Outlet Information Marshal PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor or, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
8. Proceed to the payment window.	8.1 Ensure that the QMS Public Digital Display is functional.	Total Fee Php 185.00 per copy	4 minutes	Collecting Officer, PSA Civil Registry

<p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF/transaction slip and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. 	<p>8.2 Receive and check the AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Print the Web Access Information Slip.</p> <p>8.6 Attach the OR to the Web Access Information Slip.</p>	<p>Breakdown:</p> <p>Processing Fee: -Php 155.00</p> <p>Documentary Stamp Tax -Php 30.00</p>		<p>System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
<p>9. Receive the Web Access Information Slip.</p> <p>9.1 Check the document.</p> <p>Reminder:</p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). ▪ Make sure to count the change before leaving the counter. <p>9.2 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>9.1 Release the Web Access Information Slip and OR to the client.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Collecting Officer in the OR.</p> <p>9.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization</p>	<p>None</p>	<p>5 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

	Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.			
10. Check the availability of the document on the website provided in the Web Access Information Slip.	<p>10.1 Fetch the transaction in the system.</p> <p>10.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct at least nineteen (19) unique queries from the System.</p> <p>10.2.1 If there is no record of Marriage in the CRS Database, print the Certificate of No Marriage Record (CENOMAR).</p> <p>10.2.2 In case that the client has a record of Marriage in the CRS Database, issue the Advisory on Marriages.</p> <p>10.2.3 In case that the copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>10.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>	None	<p>1 hour</p> <p>Reminder:</p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>

TOTAL PROCESSING TIME: ONE (1) HOUR AND THIRTY FIVE (35) MINUTES EXCLUSIVE OF QUEUEING TIME.

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 55) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No
 - Transaction Number
 - Complete details of the request
 - Description of the problem
 - BREN/ MREN/ DREN
- 56) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
- 57) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
- 58) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
- 59) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.
- 60) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

CENOMAR request that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. CENOMAR request but with certificate of divorce filed thru Sharia' Court that is not annotated in the	1. To issue Advisory on Marriage/s. 1.1 PBO/SBO RSO to tag the transaction as Manual Verification (MV); suspend the		

<p>concerned Certificate of Marriage.</p>	<p>transaction, choose others in the drop down list and type “Document Sub-type, divorce obtain thru Sharia’ Court”, click “SUSPEND” and click “OK”;</p> <p>1.2 Once Tag as MV, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.4 Once acted by the Back-end Unit, the transaction number will queue up to the civil registry system processing queue.</p> <p>1.5 PBO/SBO RSO to fetch the transaction, for processing.</p> <p>1.6 PBO/SBO to issue the document in the system.</p>	<p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p>	
<p>TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS</p>			

22. Issuance of Viewable Online of No Death Record/ Existence of Death at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	
Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	

Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides. Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder:	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<ul style="list-style-type: none"> The name of the Father should appear in the Birth Certificate of the child. 	
3. Priority Clients	
3.1 Senior Citizen requesting for the CENODEATH certificate of his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
3.3 Pregnant Woman requesting for the CENODEATH certificate of her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World

	Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
3.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. Reminder: <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for the CENODEATH of his/her immediate family members (spouse, children and his/her parents) are allowed to transact in the outlet without an appointment. 	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.	2.1 Check carefully the following information on the presented CRS Appointment Slip:	None	1 minute	Information Marshal/Security Guard

2.1 If the request for CENODEATH/Advisory on Death will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.	a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.			Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet. 3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form 3.2 Allow temperature check.	3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form. 3.2 Check the body temperature of client using a thermal scanner.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
4. Get an Application Form- Certificate of No Record of Death (Blue Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.	None	3 minutes	Information Marshal, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor PSA Civil Registry

				System Outlet or Outlet Manager/ Chief, CRSD
5. Proceed to the screening area. 5.1 Present the AF and the required documents to the screener for completeness check.	5.1 Screen the AF and the requirements. <u>For PhilID card /ePhilID holders:</u> 5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 5.3 Return the validated PhilID card/ePhilID to the client. 5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. 5.5 Return the AF and the ID (s) to the client as it will be presented to the Encoder prior to the payment of corresponding fees	None	5 minutes	Screener, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
6. Get Queue Ticket number (QTN)	6.1 Ensure that QTN is ready for distribution.	None	1 minute	Information Marshal/Security Guard Outlet Supervisor PSA Civil Registry System
7. Proceed to the Encoder window.	7.1 Ensure that the QMS Public Digital Display is functional.	None	10 minutes	Encoder PSA Civil Registry

<p>7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the AF and the required documents to the encoder.</p> <p>7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>7.2.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>7.5 Return the AF, the ID(s) to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p>7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>			<p>System Outlet</p> <p>Information Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> • Priority Clients to proceed to the Priority Lane. • Clients with PhilID card/ePhilID to proceed to the 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Print the Web Access Information Slip.</p> <p>8.6 Attach the OR to the Web Access Information Slip.</p>	<p><u>Total Fee</u> Php 185.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 155.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	<p>4 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD</p>

Priority Lane/ Special Lane.				
<p>9. Receive the Web Access Information Slip.</p> <p>9.1 Check the document.</p> <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. <p>9.2 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>9.1 Release the Web Access Information Slip and OR to the client.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Collecting Officer in the OR.</p> <p>9.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>	None	5 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD,</p>
<p>10. Check the availability of the document on the website provided in the Web Access Information Slip.</p>	<p>10.1 Fetch the transaction in the system.</p> <p>10.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct at least nineteen (19) unique queries from the System.</p> <p>10.2.1 If there is no record of Death in the CRS Database, issue the Certificate</p>	None	<p>1 hour</p> <p>Reminder:</p> <ul style="list-style-type: none"> Processing time maybe extended depending on the result of verification from the System. 	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office</p>

	<p>of No Death Record (CENODEATH).</p> <p>10.2.2 In case that the client has a record of Death in the CRS Database, instead of the CENODEATH the document to be issued is the Advisory on Death.</p> <p>10.2.3 In case that copy of Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>10.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>			<p>/ Secondary Back Office</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>TOTAL PROCESSING TIME: <u>ONE (1) HOUR AND THIRTY FIVE (35) MINUTES</u> EXCLUSIVE OF QUEUEING TIME.</p>				

23. Issuance of DocPrint of Birth Certificate at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder: <ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Web Access Information Slip	Collecting Officer of the PSA Civil Registry System Outlet
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
<p>If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:</p> <p>Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)</p>	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Authorized Representative	
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder: <ul style="list-style-type: none"> For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID. 	

Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>73) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>74) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>75) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>76) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>77) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>78) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	Document owner
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	

Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
5. Special Cases Clients	
5.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 7) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 8) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.2 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.3 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public

Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
6.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own document, spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	

<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)</p> <p>Reminder:</p> <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. 	Philippine Statistics Authority
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original) 	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<p>and 1 photocopy) and the AR's valid ID.</p> <ul style="list-style-type: none"> CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>				
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p>

				<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF, Web Access Information Slip, and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the AF, Web Access Information Slip, and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF, Web Access Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/Security Guard Outlet Supervisor PSA Civil Registry System
7. Proceed to the encoding area. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window. 7.2 Determine the mode of payment of the request, if cash or cashless payment. 7.3 Present the AF, Web Access Information Slip, and the required documents to the encoder.	7.1 Ensure that the QMS Public Digital Display is functional. 7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. 7.3 Receive the AF, Web Access Information Slip, and other requirements. 7.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF. 7.5 Return the AF, Web Access Information Slip, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.	None	10 minutes	Encoder PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD
8. Proceed to the payment window. 8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.	8.1 Ensure that the QMS Public Digital Display is functional. 8.2 Receive and check the AF, Web Access Information Slip, and the requirements.	Total Fee Php 80.00 per copy Breakdown: Processing Fee:	4 minutes	Collecting Officer, PSA Civil Registry System Outlet

<p>8.2 Submit the AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). ▪ Make sure to count the change before leaving the counter. 	<p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF and Web Access Information Slip.</p> <p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>	<p>-Php 50.00</p> <p>Documentary Stamp Tax</p> <p>-Php 30.00</p>		<p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>9. Proceed to the Releasing Area.</p> <p>9.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>9.1 Ensure that the QMS Public Digital Display is functional.</p>	<p>None</p>	<p>10 minutes</p>	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p>

				<p>Outlet Supervisor</p> <p>, PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>10. Proceed to the Releasing Window.</p> <p>10.1 Present the ORIGINAL OR and other requirements.</p>	<p>10.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>10.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.3 Return the validated PhilID card/ePhilID to the client.</p> <p>10.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>10.5 Retrieve the transaction in the system using the search query.</p> <p>10.6 Check the status of the DocPrint Birth request.</p> <p>10.7 If the processed request yielded</p>	None	15 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p> <p>, PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>

	<p>positive result, print the PSA copy of the Birth Certificate.</p> <p>10.7.1 Print the Birth Certificate in the Security Paper (Secpa).</p> <p>10.7.2 Control the printed document in SECPA using the system.</p> <p>10.8 If the processed request yielded negative result, print the Negative Certification of Birth in SECPA, and Negative Result Advisory.</p> <p>10.8.1 Control the printed document in SECPA using the system.</p> <p>10.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
<p>11. Check the document.</p> <p>11.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Release the documents to the client with the Web Access Information Slip.</p> <p>11.1.1 For negative result of request, advise the client to request an endorsement of his/her Birth Certificate from the Local Civil Registry Office (LCRO) where the Birth was registered to PSA.</p> <p>11.2.1 In case the image of the birth</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p> <p>, PSA Civil Registry System Outlet</p>

	<p>document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option for a clearer copy of the birth document through re-scanning of the image. <p>11.2.2 If the client agreed to have the requested birth document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>11.3 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>11.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>11.5 Affix the initials of the Releaser in the OR.</p> <p>11.6 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization</p>			<p>or Outlet Manager/ Chief, CRSD</p>
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	Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.			
TOTAL PROCESSING TIME: <u>ONE (1) HOUR</u> EXCLUSIVE OF QUEUEING TIME.				

24. Issuance Docprint of Death Certificate at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Basic Requirements for all types of Requesters			
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.		Booked through the CRS Appointment System https://appointment.psa.gov.ph	
Properly filled-out Health Survey Form (1 copy); or Updated QR Code of the COVID-19 Digital Contact Tracing App		Entry points of the PSA Civil Registry System Outlets. Google Play Store or Apple App Store	
Queue Ticket Number (QTN) (1 copy)		Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
Web Access Information Slip		Collecting Officer of the PSA Civil Registry System Outlet	

Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

2.2 Guardian of the deceased person, below 18 years old (minor)	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ol style="list-style-type: none"> 1) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original) 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy) 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides.</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p> <p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p> <p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
2.4 Father of the non-marital acknowledged child	

<p>Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> The name of the Father should appear in the Birth Certificate of the child. 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p> <p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
3. Priority Clients	
3.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter	
<p>Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>

3.3 Pregnant Woman requesting for the death certificate of her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
3.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) <u>Reminder:</u> ▪ PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for copy of Death Certificate of his/her immediate family members (spouse, children, and parents) are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip,</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name;</p> <p>b. Name of client;</p> <p>c. Scheduled date and time; and</p> <p>d. IDs presented.</p>	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p>

together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				or Outlet Manager/ Chief, CRSD
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App. or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
4. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser.	None	3 minutes	<p>Information Marshal,</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p>

				PSA Civil Registry System Outlet Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
5. Proceed to the screening area. 5.1 Present the AF, Web Access Information Slip, and the required documents to the screener for completeness check.	5.1 Screen the AF, Web Access Information Slip, and the requirements. <u>For PhilID card /ePhilID holders:</u> 5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 5.3 Return the validated PhilID card/ePhilID to the client.	None	5 minutes	Screener, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry

	<p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF, Web Access Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			<p>System Outlet</p> <p>or</p> <p>Outlet Manager/</p> <p>Chief, CRSD</p>
6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/Security Guard

				<p>Outlet Supervisor</p> <p>PSA Civil Registry System</p>
<p>7. Proceed to the encoding area.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window.</p> <p>7.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.3 Present the AF, Web Access Information Slip, and the required documents to the encoder.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF, Web Access Information Slip, and other requirements.</p> <p>7.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF.</p> <p>7.5 Return the AF, Web Access Information Slip, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>	None	10 minutes	<p>Encoder</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor ,</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>

<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ Check the details in the issued Official Receipt (OR). 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF, Web Access Information Slip, and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF and Web Access Information Slip.</p> <p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer</p>	<p><u>Total Fee</u> Php 80.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 50.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	<p>4 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor , PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<ul style="list-style-type: none"> Make sure to count the change before leaving the counter. 	<p>prior to the issuance of the requested document.</p> <p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Area.</p> <p>9.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>9.1 Ensure that the QMS Public Digital Display is functional.</p>	<p>None</p>	<p>10 minutes</p>	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p>

				or Outlet Manager/ Chief, CRSD
10. Proceed to the Releasing Window. 10.1 Present the ORIGINAL OR and other requirements.	<p>10.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>10.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.3 Return the validated PhilID card/ePhilID to the client.</p> <p>10.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>10.5 Retrieve the transaction in the system using the search query.</p>	None	15 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor ,</p> <p>PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>10.6 Check the status of the DocPrint Death request.</p> <p>10.7 If the processed request yielded positive result, print the PSA copy of the Death Certificate.</p> <p>10.7.1 Print the Death Certificate in the Security Paper (Secpa).</p> <p>10.7.2 Control the printed document in SECPA using the system.</p> <p>10.8 If the processed request yielded negative result, print the Negative Certification of Death in SECPA, and</p> <p>Negative Result Advisory.</p> <p>10.8.1 Control the printed document in SECPA using the system.</p> <p>10.9 If processed request yielded manual verification result, print</p>			
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	Manual Verification Advisory.			
<p>11. Check the document.</p> <p>11.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Release the documents to the client with the Web Access Information Slip.</p> <p>11.1.1 For negative result of request, advise the client to request an endorsement of Death Certificate from the Local</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader,</p>

	<p>Civil Registry Office (LCRO) where the Death was registered to PSA.</p> <p>11.2.1 In case the image of the death document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> ▪ The client must be given an option for a clearer copy of the death document through re-scanning of the image. <p>11.2.2 If the client agreed to have the requested Death document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>11.3 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p>			<p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/</p> <p>Chief, CRSD</p>
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	<p>11.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>11.5 Affix the initials of the Releaser in the OR.</p> <p>11.6 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			
TOTAL PROCESSING TIME: <u>ONE (1) HOUR</u> EXCLUSIVE OF QUEUEING TIME.				

25. Issuance of DocPrint of Marriage Certificate at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple

Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirements for all types of Requesters		
<p>Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 		<p>Booked through the CRS Appointment System https://appointment.psa.gov.ph</p>
<p>Properly filled-out Health Survey Form (1 copy); or</p> <p>Updated QR Code of the COVID-19 Digital Contact Tracing App</p>		<p>Entry points of the PSA Civil Registry System Outlets.</p> <p>Google Play Store or Apple App Store</p>
Queue Ticket Number (QTN) (1 copy)		Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Web Access Information Slip		Collecting Officer of the PSA Civil Registry System Outlet
<p>Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS</p> <p>(1 copy)</p>		AF dispenser at the PSA Civil Registry System Outlet
<p>If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:</p> <p>Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of</p>		

payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Spouses/Husband and Wife)	
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
3. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) <u>Reminder:</u> <ul style="list-style-type: none"> For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID. 	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	Any of the contracting parties (husband or wife) authorizing the representative

<ol style="list-style-type: none"> 1) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person. 	
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
<p>Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	

PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.3 Pregnant Woman requesting for her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority

<p><u>Reminder:</u></p> <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment. 	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	<p>None</p>	<p>5 minutes</p>	<p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name;</p> <p>b. Name of client;</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/Security Guard</p>

<p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>c. Scheduled date and time; and</p> <p>d. IDs presented.</p>			<p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
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<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF- Marriage Certificate is made available at the AF dispenser.</p>	None	2 minutes	<p>Information Marshal,</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p>

				<p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF, Web Access Information Slip, and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the AF, Web Access Information Slip, and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to</p>	None	5 minutes	<p>Screener,</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>or</p>

	<p>the client and request for a new valid ID.</p> <p>5.5 Return the AF, Web Access Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			<p>Outlet Manager/ Chief, CRSD</p>
6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/Security Guard

				Outlet Supervisor PSA Civil Registry System
<p>7. Proceed to the encoding area.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window.</p> <p>7.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.3 Present the AF, Web Access Information Slip, and the required documents to the encoder.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF, Web Access Information Slip, and other requirements.</p> <p>7.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF.</p> <p>7.5 Return the AF, Web Access Information Slip, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior</p>	None	10 minutes	<p>Encoder</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader,</p> <p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>

	to the payment of corresponding fees.			
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. <p>Reminder:</p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF, Web Access Information Slip, and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF and Web Access Information Slip.</p>	<p>Total Fee Php 80.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 50.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<ul style="list-style-type: none"> Make sure to count the change before leaving the counter. 	<p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Area.</p> <p>9.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>9.1 Ensure that the QMS Public Digital Display is functional.</p>	<p>None</p>	<p>10 minutes</p>	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry</p>

				System Outlet or Outlet Manager/ Chief, CRSD
10. Proceed to the Releasing Window. 10.1 Present the ORIGINAL OR and other requirements.	<p>10.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>10.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.3 Return the validated PhilID card/ePhilID to the client.</p> <p>10.4 Return the PhilID Card/ ePhilID that failed the validation to</p>	None	15 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>the client and request for a new valid ID.</p> <p>10.5 Retrieve the transaction in the system using the search query.</p> <p>10.6 Check the status of the DocPrint Marriage request.</p> <p>10.7 If the processed request yielded positive result, print the</p> <p>PSA copy of the Marriage Certificate.</p> <p>10.7.1 Print the Marriage Certificate in the Security Paper (Secpa).</p> <p>10.7.2 Control the printed document in SECPA using the system.</p> <p>10.8 If the processed request yielded negative result, print the</p> <p>Negative Certification of Marriage in SECPA, and</p>			
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	<p>Negative Result Advisory.</p> <p>10.8.1 Control the printed document in SECPA using the system.</p> <p>10.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
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<p>11. Check the document.</p> <p>11.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Release the documents to the client with the Web Access Information Slip.</p> <p>11.1.1 For negative result of request, advise the client to request an endorsement of his/her Marriage Certificate from the Local Civil Registry Office (LCRO) where the Marriage was registered to PSA.</p> <p>11.2.1 In case the image of the marriage document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> The client must be given an option for a clearer copy of the marriage document through re-scanning of the image. <p>11.2.2 If the client agreed to have the requested marriage</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>11.3 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>11.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>11.5 Affix the initials of the Releaser in the OR.</p> <p>11.6 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			
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TOTAL PROCESSING TIME: ONE (1) HOUR EXCLUSIVE OF QUEUEING TIME.				

26. Issuance of DocPrint of Certificate of No Marriage Record/Advisory on Marriages at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.

Web Access Information Slip	Collecting Officer of the PSA Civil Registry System Outlet
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Spouse (Husband/Wife)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
4. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	

Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Reminder:</p> <ul style="list-style-type: none"> For authorization letter and Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID. 	
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>79) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>80) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>81) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>82) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>83) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>84) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	Document owner
6. Special Cases Clients	
6.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision

Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 7) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 8) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Lawyer/Notary Public Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.2 Nearest of kin of the deceased document owner (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7. Priority Clients	
7.1 Senior Citizen requesting for his/her own document, his/her spouse, and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
7.2 Physically Challenged Client/PWD requesting for his/her own document, his/her spouse, and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
7.3 Pregnant Woman requesting for his/her own document, his/her spouse, and his/her parents	

Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7.4. Health and Emergency Frontline Service Provider requesting for his/her own document, his/her spouse, and his/her parents	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
7.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: <ul style="list-style-type: none"> PhilID card/ePhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents 	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. Reminder: <ul style="list-style-type: none"> Clients with PhilID/ePhilID and requesting for his/her own 	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor or PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD

<p>CENOMAR, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment.</p>				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. ▪ CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for CENOMAR/Advisory on Marriages will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information on Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information on Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>4. Get an Application Form- Certificate of No Record of Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.</p>	None	3 minutes	<p>Information on Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>5. Proceed to the screening area.</p>	<p>5.1 Screen the AF, Web Access Information</p>		5 minutes	<p>Screeners,</p>

5.1 Present the AF and the required documents to the screener for completeness check.	<p>Slip, and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF, Web Access Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			<p>PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, or, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
6. Get Queue Ticket number (QTN)	6.1 Ensure that QTN is ready for distribution.	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System</p>
<p>7. Proceed to the encoding area.</p> <p>7.1 Wait for the QTN to be shown in the QMS</p>	7.1 Ensure that the QMS Public Digital Display is functional.	None	10 minutes	Encoder PSA Civil Registry

<p>Public Digital Display to the available encoding window.</p> <p>7.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.3 Present the AF, Web Access Information Slip, and the required documents to the encoder.</p>	<p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF, Web Access Information Slip, and other requirements.</p> <p>7.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF.</p> <p>7.5 Return the AF, Web Access Information Slip, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			<p>System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD</p>
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> Priority Clients to proceed to the Priority Lane. 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF, Web Access Information Slip, and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p>	<p><u>Total Fee</u> Php 80.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 50.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p>

<ul style="list-style-type: none"> • Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> • Check the details in the issued Official Receipt (OR). • Make sure to count the change before leaving the counter. 	<p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>			<p>or Outlet Manager / Chief, CRSD</p>
<p>9. Proceed to the Releasing Area.</p> <p>9.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>9.1 Ensure that the QMS Public Digital Display is functional.</p>	<p>None</p>	<p>10 minutes</p>	<p>Releaser , PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD</p>
<p>10. Proceed to the Releasing Window.</p>	<p>10.1 Require the client to present / submit the requirements and</p>	<p>None</p>	<p>15 minutes</p>	<p>Releaser ,</p>

<p>10.1 Present the ORIGINAL OR and other requirements.</p>	<p>check for correctness and completeness.</p> <p><u>For PhilID card / ePhilID holders:</u></p> <p>10.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.3 Return the validated PhilID card/ePhilID to the client.</p> <p>10.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>10.5 Retrieve the transaction in the system using the search query.</p> <p>10.6 Check the status of the DocPrint CENOMAR request.</p> <p>10.7 If the processed request yielded positive result, print the Advisory of Marriage (CEMAR).</p> <p>10.7.1 Print the Advisory of Marriages (CEMAR) in the Security Paper (Secpa).</p> <p>10.7.2 Control the printed document in SECPA using the system.</p> <p>10.8 If the processed request yielded</p>			<p>PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, or, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
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	<p>negative result, print the CENOMAR in SECPA.</p> <p>10.8.1 Control the printed document in SECPA using the system.</p> <p>10.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
<p>11. Check the document.</p> <p>11.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Release the documents to the client with the Web Access Information Slip.</p> <p>11.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>11.4 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>11.4 Affix the initials of the Releaser in the OR.</p> <p>11.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>	None	5 minutes	<p>Releaser , PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervis or, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
TOTAL PROCESSING TIME: <u>ONE (1) HOUR</u> EXCLUSIVE OF QUEUEING TIME.				

27. Issuance of DocPrint of No Death Record/ Existence of Death at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Web Access Information Slip	Collecting Officer of the PSA Civil Registry System Outlet
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:	
Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents)	

Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides. Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT,	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

SIGNATURE and issued by an official authority (1 original and 1 photocopy)	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: <ul style="list-style-type: none">▪ The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Priority Clients	
3.1 Senior Citizen requesting for the CENODEATH certificate of his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
3.3 Pregnant Woman requesting for the CENODEATH certificate of her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

3.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
3.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) Reminder: PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 Go to the CRS Outlet on the actual date and time of appointment. Reminder:	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor or PSA Civil Registry System Outlet or

<ul style="list-style-type: none"> ▪ Clients with PhilID/ePhilID and requesting for the CENODEATH of his/her immediate family members (spouse, children and his/her parents) are allowed to transact in the outlet without an appointment. 				Outlet Manager / Chief, CRSD
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request for CENODEATH/Advisory on Death will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information on Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information on Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or</p>

				Outlet Manager / Chief, CRSD
4. Get an Application Form- Certificate of No Record of Death (Blue Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF, Web Access Information Slip, and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p>

	<p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>5.5 Return the AF, Web Access Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			<p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
6. Get Queue Ticket number (QTN)	6.1 Ensure that QTN is ready for distribution.	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System</p>
<p>7. Proceed to the Encoder window.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window.</p> <p>7.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.3 Present the AF, Web Access Information Slip, and the required documents to the encoder.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the AF, Web Access Information Slip, and other requirements.</p> <p>7.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the</p>	None	10 minutes	<p>Encoder PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil</p>

	<p>number of copies based from the AF.</p> <p>7.5 Return the AF, Web Access Information Slip, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			Registry System Outlet or Outlet Manager / Chief, CRSD
<p>8. Proceed to the payment window.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> • Priority Clients to proceed to the Priority Lane. • Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane. <p>Reminder:</p> <ul style="list-style-type: none"> • Check the details in the issued Official Receipt (OR). • Make sure to count the change before leaving the counter. 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the AF, Web Access Information Slip, and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF and Web Access Information Slip.</p> <p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p>	<p><u>Total Fee</u> Php 80.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 50.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

	<p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Area.</p> <p>9.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>9.1 Ensure that the QMS Public Digital Display is functional.</p>	None	10 minutes	<p>Releaser , PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>10. Proceed to the Releasing Window.</p> <p>10.1 Present the ORIGINAL OR and other requirements.</p>	<p>10.1 Require the client to present / submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card / ePhilID holders:</u></p> <p>10.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p>	None	15 minutes	<p>Releaser , PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p>

	<p>10.3 Return the validated PhilID card/ePhilID to the client.</p> <p>10.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>10.5 Retrieve the transaction in the system using the search query.</p> <p>10.6 Check the status of the DocPrint CENODEATH request.</p> <p>10.7 If the processed request yielded positive result, print the Advisory of Death (CEDEATH).</p> <p>10.7.1 Print the Advisory of Death (CEDEATH) in the Security Paper (Secpa).</p> <p>10.7.2 Control the printed document in SECPA using the system.</p> <p>10.8 If the processed request yielded negative result, print the CENODEATH in SECPA.</p> <p>10.8.1 Control the printed document in SECPA using the system.</p> <p>10.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			<p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
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11. Check the document.	11.1 Release the documents to the client with the Web Access Information Slip.	None	5 minutes	Releaser
11.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	11.1.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.			, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet
	11.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number..			Outlet Supervis or, PSA Civil Registry System Outlet
	11.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.			or Outlet Manager / Chief, CRSD
	11.4 Affix the initials of the Releaser in the OR.			
	11.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.			
TOTAL PROCESSING TIME: <u>ONE (1) HOUR</u> EXCLUSIVE OF QUEUEING TIME.				

28. Acceptance of Premium Annotation Requests at PSA Civil Registry System Outlet

The Premium Annotation service facilitates the acceptance of requests for annotation at the various PSA-operated outlets. Currently, requests for annotation are accepted only at the PSA Central Office. This enhanced service also features ability of the client to track and monitor the progress of the request through the web and through SMS queries. Part of the Premium Annotation service is the issuance of a copy of the annotated certificate in security paper (SECPA) to the client.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division (CRSD)
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder:	
<ul style="list-style-type: none"> If the client is an authorized representative, the CRS Appointment Slip should be in his/her name. 	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) accomplished in PRINTED LETTERS (1 copy). 1. Birth Certificate (White Form); 2. Death Certificate (Yellow Form); or 3. Marriage Certificate (Pink Form).	AF dispenser at the PSA Civil Registry System Outlet
Additional Requirements by Type of Requester by Civil Registry Document	
A. Birth Certificate	
1. Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Authorized Representative	
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO,	Document owner

<p>FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Reminder:</p> <p>For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID.</p>	<p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>85) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>86) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>87) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>88) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>89) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>90) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	<p>Document owner</p>
<p>3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p>

PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
5. Special Cases Clients	
5.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 9) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 10) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.2 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.3 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

issued by an official authority (1 original and 1 photocopy)	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<u>Reminder:</u>	
The name of the Father should appear in the Birth Certificate of the child.	
5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
6.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for his/her own document, spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and

	Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
B. Death Certificate	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 7) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original) 8) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides. Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	

Valid Identity Document (ID) of the requesting mother of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: ▪ The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Priority Clients	
3.1 Senior Citizen requesting for his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for his/her spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
3.3 Pregnant Woman requesting for her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3.4 Health and Emergency Frontline Service Provider requesting for his/her spouse, parents and son/daughter	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals,

PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
C. Marriage Certificate	
1. Principal (Spouses/Husband and Wife)	
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and Non-Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
3. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 7) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 8) Indicate the type of document, and must be able to provide the specific details required in the AF;	Any of the contracting parties (husband or wife) authorizing the representative

<p>9) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>10) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>11) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>12) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
<p>Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
6.4 Health and Emergency Frontline Service Provider requesting for his/her own marriage document and his/her parents	
<p>Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and</p>

	Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
Additional Requirements by Type of Premium Annotation Request by Civil Registry Document	
A. Birth Certificate	
1. Adoption	
Certified photocopy (1 copy) Court Decree of Adoption/ Oder issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decree of Adoption/Oder, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decree of Adoption/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decree of Adoption/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decree of Adoption/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decree of Adoption/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of Certificate of Authenticity of the Court Decree of Adoption/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decree of Adoption/Order certified by the LCRO where the decision was	LCRO where the decision was rendered and where the birth was registered.

rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate or Birth Certificate prior to adoption.	LCRO where the birth was registered.
Certified photocopy (1 copy) of amended birth certificate	LCRO where the birth was registered.
Additional Requirements for Children Born Abroad:	
Foreign documents registered in LCRO of Manila in case of Foreign Judgment of Adoption (with Certification if registered in Inter-Country Adoption Board)	LCRO of Manila
Municipal Form 102 Certificate of Live Birth	LCRO of Manila
2. Rescission of Adoption	
Certified photocopy (1 copy) Court Decree of Adoption/ Oder issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decree of Adoption/Oder, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decree of Adoption/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decree of Adoption/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decree of Adoption/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decree of Adoption/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decree of Adoption/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decree of Adoption/Order	LCRO where the decision was rendered and where the birth was registered.

certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of amended birth certificate, containing the remarks or annotation that the adoption was revoked/rescinded.	LCRO where the birth was registered.
3. Change of Name or Correction of Entry	
<p>Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) of annotated birth certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Birth.</p>	<p>LCRO where the birth was registered.</p> <p>Philippine Foreign Service Post (PFSP) where the birth was reported.</p>
Certified photocopy (1 copy) of unannotated birth certificate; or	LCRO where the birth was registered.

Certified photocopy (1 copy) of unannotated Report of Birth	PFSP where the birth was reported.
4. Civil Interdiction	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate; or	LCRO where the birth was registered.
5. Appointment of Guardian	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.

<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) of unannotated birth certificate; or</p>	<p>LCRO where the birth was registered.</p>
6. Termination of Guardian	
<p>Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p>

<p>the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) of unannotated birth certificate; or</p>	<p>LCRO where the birth was registered.</p>
<p>6. Judicial Determination of Filiation</p>	
<p>Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p>

Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate; or	LCRO where the birth was registered.
7. Naturalization Certificate	
Certified photocopy (1 copy) of Certificate of Naturalization	Bureau of Immigration
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.
Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.
Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.
Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.
Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated birth certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
8. Option to Elect Philippine Citizenship	

Certified photocopy (1 copy) of Affidavit of Election of Philippine Citizenship.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Certificate of Registration of Election of Philippine Citizenship.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Oath of Allegiance.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Birth Certificate; or PSA-issued Birth Certificate (1 copy)	LCRO where the birth was registered. Philippine Statistics Authority
9. Repatriation Document with Oath of Allegiance	
Certified photocopy (1 copy) of Repatriation Document with Oath of Allegiance issued by Bureau of Immigration and certified by the LCRO/PFSP where the legal instrument was registered/executed.	Bureau of Immigration; LCRO/PFSP where the legal instrument was registered/executed
Certified photocopy (1 copy) of unannotated Birth Certificate	LCRO where the birth was registered.
10. Acquisition of Citizenship	
Certified photocopy (1 copy) of Affidavit of Acquisition to Acquire Philippine Citizenship.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Certificate of Registration of the Acquisition to Acquire Philippine Citizenship.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate	LCRO where the birth was registered.
11. Administrative Naturalization	
Certified photocopy (1 copy) of Certificate of Naturalization issued Bureau of Immigration and certified by the C/MCR where the birth was registered.	Bureau of Immigration; LCRO where the legal instrument was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate	LCRO where the birth was registered.
12. Cancellation of Naturalization Certificate	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.

<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
Certified photocopy (1 copy) of annotated birth certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
13. Compulsory Recognition of Illegitimate Child	
<p>Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>

certified by the LCRO where the birth was registered.	
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated birth certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
14. Voluntary Recognition of Minor Illegitimate Child	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and	LCRO where the decision was rendered and where the birth was registered.

certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated birth certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
15. Acknowledgement	
<u>In case that the child is born within the Philippines:</u>	
Certified photocopy (1 copy) of Affidavit of Acknowledgement or Authentic Writing.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Certificate of Registration of Affidavit of Acknowledgement or Authentic Writing.	LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated birth certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
<u>In case that the child is born abroad:</u>	
Certified photocopy (1 copy) of Affidavit of Acknowledgement or Authentic Writing.	LCRO of Manila.
Certified photocopy (1 copy) of Certificate of Registration of Affidavit of Acknowledgement or Authentic Writing.	LCRO of Manila.
Certified photocopy (1 copy) of annotated Report of Birth	PFSP where the birth was reported.
Certified photocopy (1 copy) of unannotated Report of Birth	PFSP where the birth was reported.
16. Admission of Paternity	
Certified photocopy (1 copy) of Affidavit of Admission of Paternity or Private Handwritten Instrument.	LCRO where the birth was registered; or LCRO/PFSP of the place where the legal instrument was executed/registered.
Certified photocopy (1 copy) of Certificate of Registration of Admission of Paternity or Private Handwritten Instrument.	LCRO where the birth was registered; or LCRO/PFSP of the place where the legal instrument was executed/registered.
Certified photocopy (1 copy) of annotated birth certificate; or	LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated Report of Birth.	PFSP where the birth was reported.
Certified photocopy (1 copy) of unannotated birth certificate; or	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Report of Birth.	PFSP where the birth was reported.
17. Emancipation of Orphaned Minor	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.

Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
18. Authorization and Ratification of Artificial Insemination	
Certified photocopy (1 copy) of Authorization and Ratification of Artificial Insemination.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Certificate of Registration of Authorization and Ratification of Artificial Insemination.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
19. Legitimation	
<u>In case that the child is born within the Philippines:</u>	
Certified photocopy (1 copy) of Joint Affidavit of Legitimation.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Supplemental Affidavit of Legitimation.	LCRO where the birth was registered.
Certification of Registration of Joint Affidavit of Legitimation (1 Original or 1 Certified Photocopy)	LCRO where the birth was registered.

Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Marriage Certificate of parents.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Affidavit of Acknowledgement or Affidavit of Admission of Paternity.	LCRO where the birth was registered.
Advisory on Marriages of both parents. (1 original or 1 certified photocopy)	LCRO where the birth was registered.
If the status of one or both of the parents is "Widow/Widower", certified photocopy (1 copy) of Death Certificate of previous spouse.	LCRO where the birth was registered.
If the status of one or both of the parent/s is "annulled" or "declared presumptively death", certified photocopy (1 copy) of annotated Certificate of Marriage with the previous spouse.	LCRO where the birth was registered.
If status of one or both parent/s is "Divorced", Certificate of Divorce (for Muslim) or divorce papers granted abroad. (1 Original or 1 Certified Photocopy)	LCRO where the birth was registered.
<u>In case that the child is born abroad:</u>	
Certified photocopy (1 copy) of Joint Affidavit of Legitimation.	LCRO of Manila
Certified photocopy (1 copy) of Supplemental Affidavit of Legitimation.	LCRO of Manila
Certification of Registration of Joint Affidavit of Legitimation (1 Original or 1 Certified Photocopy)	LCRO of Manila
Certified photocopy (1 copy) of annotated Report of Birth.	PFSP where the birth was reported.
Certified photocopy (1 copy) of unannotated Report of Birth.	PFSP where the birth was reported.
Certified photocopy (1 copy) of Marriage Certificate of parents.	PFSP where the birth was reported.
Certified photocopy (1 copy) of Affidavit of Acknowledgement or Affidavit of Admission of Paternity.	LCRO of Manila; or PFSP where the AAP was executed/ registered.
Advisory on Marriages of both parents. (1 original or 1 certified photocopy)	PFSP where the birth was reported.
If the status of one or both of the parents is "Widow/Widower", certified photocopy (1 copy) of Death Certificate of previous spouse.	PFSP where the birth was reported.
If the status of one or both of the parent/s is "annulled" or "declared presumptively death", certified photocopy (1 copy) of annotated Certificate of Marriage with the previous spouse.	PFSP where the birth was reported.
If status of one or both parent/s is "Divorced", Certificate of Divorce (for Muslim) or divorce papers granted abroad. (1 Original or 1 Certified Photocopy)	PFSP where the birth was reported.
20. Voluntary Emancipation of Minor	
Certified photocopy (1 copy) of Affidavit of Voluntary Emancipation of Minor.	LCRO where the birth was registered.

Certificate of Registration of Voluntary Emancipation of Minor. (1 Original copy)	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
21. Supplemental Report of Birth	
Certified photocopy (1 copy) of Affidavit of Supplemental Report.	LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
If the date and place of marriage of parents are the items to be supplied in the Birth Certificate, certified photocopy (1 copy) of Marriage Certificate of parents.	LCRO where the birth was registered.
If the supplied entries is more than two (2) omitted entries, certified photocopy (1 copy) of Letter of Approval of the Civil Registrar General.	LCRO where the birth was registered.
22. RA 9048 Correction of Clerical Error	
Certified photocopy (1 copy) of Approved Petition for Correction of Clerical Error (CCE) with the LCRO decision.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
23. RA 9048 Change of First Name	
Certified photocopy (1 copy) of Approved Petition for Correction of First Name (CFN) with the LCRO decision.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
23. RA 10172 Correction in the day and/or Month of Birth or Sex	
Certified photocopy (1 copy) of Approved Petition for Correction of Clerical Error (CCE) with the LCRO decision.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the birth was registered.
Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.

Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
24. Court Decree of Cancellation - Birth	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated birth certificate; or Certified photocopy (1 copy) of annotated Report of Birth.	LCRO where the birth was registered. Philippine Foreign Service Post (PFSP) where the birth was reported.
Certified photocopy (1 copy) of unannotated birth certificate; or Certified photocopy (1 copy) of unannotated Report of Birth	LCRO where the birth was registered. PFSP where the birth was reported.
25. RA 9255/ Affidavit to Use the Surname of the Father (AUSF)	
Certified photocopy (1 copy) of Affidavit to Use the Surname of the Father (AUSF).	LCRO where the birth was registered; or

<p>Reminder:</p> <ol style="list-style-type: none"> 1. If the child is 6 years old and below, the mother or the guardian, in the absence of the mother executed the AUSF. 2. If the child is between 7-17 years old, he/she executed the AUSF with the attestation of the mother. 3. For the child who is of legal age, he/she can execute the AUSF without the need of attestation of the mother. 	PFSP where the birth was reported.
Certified photocopy (1 copy) of Certificate of Registration of Affidavit to Use the Surname of the Father (AUSF).	LCRO where the birth was registered; or PFSP where the birth was reported.
Certified photocopy (1 copy) of Affidavit of Admission of Paternity or Private Handwritten Instrument in case the child was not acknowledged by the father in the birth certificate.	LCRO where the birth was registered; or PFSP where the birth was reported.
Certificate of Registration of Affidavit of Admission of Paternity or Private Handwritten Instrument. (1 Original or 1 Certified Photocopy)	LCRO where the birth was registered; or PFSP where the birth was reported.
Certified photocopy (1 copy) of annotated birth certificate; or	LCRO where the birth was registered.
Certified photocopy (1 copy) of annotated Report of Birth.	Philippine Foreign Service Post (PFSP) where the birth was reported.
Certified photocopy (1 copy) of unannotated birth certificate; or	LCRO where the birth was registered.
Certified photocopy (1 copy) of unannotated Report of Birth.	PFSP where the birth was reported.
In case the document submitted is Private Handwritten Instrument, Death Certificate of the Father. (1 Original or 1 Certified Photocopy)	LCRO where the birth was registered; or LCRO/PFSP of the place where the legal instrument was executed/registered.
B. Death Certificate	
1. Change of Name or Correction of Entry – Death	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the death was registered; or	LCRO where the decision was rendered and where the death was registered.
Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and LCRO where the death was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the death was registered; or	LCRO where the decision was rendered and where the death was registered.
Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO	LCRO where the decision was rendered and LCRO where the death was registered.

where the decision was rendered, and certified by the LCRO where the death was registered.	
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the death was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered, and LCRO where the death was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the death was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered, and LCRO where the death was registered.
Certified photocopy (1 copy) of annotated death certificate; or Certified photocopy (1 copy) of annotated Report of Death	LCRO where the death was registered; or PFSP where the death was reported.
Certified photocopy (1 copy) of unannotated birth certificate; or Certified photocopy (1 copy) of unannotated Report of Death	LCRO where the death was registered; or PFSP where the death was reported.
2. Supplemental Report of Death	
Certified photocopy (1 copy) of Affidavit of Supplemental Report.	LCRO where the death was registered.
Certified photocopy (1 copy) of annotated Death Certificate.	LCRO where the death was registered.
Certified photocopy (1 copy) of unannotated Death Certificate.	LCRO where the death was registered.
If the supplied entries is more than two (2) omitted entries, certified photocopy (1 copy) of Letter of Approval of the Civil Registrar General.	LCRO where the death was registered.
3. RA9048 Death-Correction of Clerical Error	
Certified photocopy (1 copy) of Approved Petition for Correction of Clerical Error (CCE) with the LCRO decision.	LCRO where the death was registered.
Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the death was registered.
Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the death was registered.
Certified photocopy (1 copy) of unannotated Death Certificate.	LCRO where the death was registered.
Certified photocopy (1 copy) of annotated Death Certificate.	LCRO where the death was registered.

3. Court Decree of Cancellation – Death	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the death was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered and LCRO where the death was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the death was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered and LCRO where the death was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the death was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered, and LCRO where the death was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the death was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered, and LCRO where the death was registered.
Certified photocopy (1 copy) of annotated death certificate; or Certified photocopy (1 copy) of annotated Report of Death	LCRO where the death was registered; or PFSP where the death was reported.
Certified photocopy (1 copy) of unannotated birth certificate; or Certified photocopy (1 copy) of unannotated Report of Death	LCRO where the death was registered; or PFSP where the death was reported.
C. Marriage Certificate	
1. Annulment of Marriage	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO)	LCRO where the decision was rendered and where the marriage was registered.

<p>where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) of annotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
<p>Certified photocopy (1 copy) of unannotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
2. Declaration of Absolute Nullity of Marriage	
<p>Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p>

decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate; or Certified photocopy (1 copy) of annotated Report of Marriage.	LCRO where the marriage was registered; or PFSP where the marriage was reported.
Certified photocopy (1 copy) of unannotated Marriage Certificate; or Certified photocopy (1 copy) of unannotated Report of Marriage.	LCRO where the marriage was registered; or PFSP where the marriage was reported.
3. Foreign Decree of Divorce	
Certified photocopy (1 copy) of Foreign Decree of Divorce, registered at LCRO of Manila, and certified at the LCRO of where the marriage as registered.	LCRO of Manila; and LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Registration of Foreign Decree of Divorce registered at LCRO of Manila, and certified at the LCRO of where the marriage as registered.	LCRO of Manila; and LCRO where the marriage was registered.
Certified photocopy (1 copy) Court Decision recognizing the Foreign Decree of Divorce issued by the Local Civil Registry Office (LCRO) where the	LCRO where the decision was rendered and where the marriage was registered.

<p>decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision recognizing the Foreign Decree of Divorce, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision recognizing the Foreign Decree of Divorce issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision recognizing the Foreign Decree of Divorce, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the death was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the death was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) of annotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
<p>Certified photocopy (1 copy) of unannotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
4. Divorce Obtained through Shari'a Court	
<p>Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p>

Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate; or Certified photocopy (1 copy) of annotated Report of Marriage.	LCRO where the marriage was registered; or PFSP where the marriage was reported.
Certified photocopy (1 copy) of unannotated Marriage Certificate; or Certified photocopy (1 copy) of unannotated Report of Marriage.	LCRO where the marriage was registered; or PFSP where the marriage was reported.
<u>Additional requirements if the marriage for annotation was not under PD1083 (Muslim marriage) and if one or both parties do not belong to Islam:</u>	
Certificate of Conversion to Islam of either or both parties/couple prior to divorce (1 copy)	Shari'a Circuit Court
Affidavit of Ratification (1 copy)	Shari'a Circuit Court
Certificate of Divorce (1 copy)	Shari'a Circuit Court

5. Certificate of dissolution of Marriage for Indigenous Peoples (IPs)	
Certified photocopy (1 copy) of Certificate of Dissolution of Marriage for IPs.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Registration Dissolution of Marriage for IPs	LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
6. Statement of Revocation of Dissolution of Marriage	
Certified photocopy (1 copy) of Statement of Revocation of Dissolution of Marriage where the marriage was registered; or	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Statement of Revocation of Dissolution of Marriage certified by the LCRO where the dissolution of marriage was registered and certified by the LCRO where the marriage was registered	LCRO where the dissolution of marriage was registered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Registration of Revocation of Dissolution of Marriage for IP's issued by LCRO where the marriage was registered.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Dissolution of Marriage for IPs where the marriage was registered; or	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Dissolution of Marriage for IPs certified by the LCRO where the dissolution of marriage was rendered and certified by the LCRO where the marriage was registered	LCRO where the dissolution of marriage was registered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Registration of Dissolution of Marriage for IPs issued by LCRO where the marriage was registered; or	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Registration of Dissolution of Marriage for IPs issued by the LCRO where the dissolution of marriage was rendered and certified by the LCRO where the marriage was registered	LCRO where the dissolution of marriage was registered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
7. Declaration of Presumptive Death of Spouse/Judicial Declaration of Absence	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or	LCRO where the decision was rendered and where the marriage was registered.

Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
8. Legal Separation	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO	LCRO where the decision was rendered and where the marriage was registered.

where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and LCRO where the marriage was registered.
<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
9. Court Order Setting Aside the Decree of Legal Separation	
<p>Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or	LCRO where the decision was rendered and where the marriage was registered.

Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
10. Change of Name or Correction of Entry	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or	LCRO where the decision was rendered and where the marriage was registered.

Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
11. Judicial Determination of the Fact of the Reappearance of Absent Spouse	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
12. Affidavit of Reappearance	

Certified photocopy (1 copy) of Affidavit of Reappearance.	LCRO where the residence of the parties to the subsequent marriage.
Certified photocopy (1 copy) of Certificate of Registration Affidavit of Reappearance.	LCRO where the residence of the parties to the subsequent marriage.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the residence of the parties to the subsequent marriage.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the residence of the parties to the subsequent marriage.
Certified photocopy (1 copy) of Notice of Reappearance to Parties to the Subsequent Marriage.	LCRO where the residence of the parties to the subsequent marriage.
13. Separation of Property	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.

Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
14. Revival of Former Property Regime	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
15. Certificate of Legal Capacity to Contract Marriage	
Certificate of Legal Capacity to Contract Marriage. (1 Copy)	Foreign Embassy concerned.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.

16. Partition and Distribution of Properties of Spouses and Delivery of the Children's Presumptive Legitime	
Certified photocopy (1 copy) of Affidavit of Partition and Distribution of Properties of Spouses and Delivery of the Children's Presumptive Legitime	LCRO where the marriage was registered.
Certificate of Registration of Affidavit of Partition and Distribution of Properties of Spouses and Delivery of the Children's Presumptive Legitime (1 Certified Copy)	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Marriage with Remarks on Annulment/Nullity of Marriage.	LCRO where the marriage was registered.
17. Marriage Settlements and Any Modification Thereof	
Certified photocopy (1 copy) of Affidavit of Prenuptial Agreement.	LCRO where the marriage was registered.
Certificate of Registration Affidavit of Prenuptial Agreement. (1 Certified Copy)	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
18. Supplemental Report of Marriage	
Certified photocopy (1 copy) of Affidavit of Supplemental Report.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
If the supplied entries is more than two (2) omitted entries, certified photocopy (1 copy) of Letter of Approval of the Civil Registrar General.	LCRO where the marriage was registered.
19. Waiver Rights/Interest of Absolute Community of Property	
Certified photocopy (1 copy) of Affidavit of Waiver Rights/Interest of Absolute Community of Property	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Registration of Waiver Rights/Interest of Absolute Community of Property	LCRO where the marriage was registered.
20. RA9048 Marriage-Correction of Clerical Error	
Certified photocopy (1 copy) of Approved Petition for Correction of Clerical Error (CCE) with the LCRO decision.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
21. Court Decree of Cancellation –Marriage	
Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO)	LCRO where the decision was rendered and where the marriage was registered.

where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
Certified photocopy (1 copy) of annotated Marriage Certificate; or Certified photocopy (1 copy) of annotated Report of Marriage.	LCRO where the marriage was registered; or PFSP where the marriage was reported.
Certified photocopy (1 copy) of unannotated Marriage Certificate; or Certified photocopy (1 copy) of unannotated Report of Marriage	LCRO where the death was registered; or PFSP where the marriage was reported.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 Go to the CRS Outlet on the actual date and time of appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager / Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <ul style="list-style-type: none"> CRS Appointment Slip bearing the name of the AR. 	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager / Chief, CRSD</p>
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>3.2 Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or submitted the completely filled-up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager / Chief, CRSD</p>

4. Get an Application Form from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF is made available at the AF dispenser.	None	3 minutes	<p>Information on Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
5. Get Queue Ticket Number (QTN)	5.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	<p>Information on Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System</p>
6. Proceed to the CDLI Encoding area. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display.	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Receive the AF and other requirements.</p>	None	14 minutes	Encoder PSA Civil Registry System Outlet

<p>7.2 Present the AF and the required documents to the encoder.</p>	<p>7.3 Conduct “Query First” to check the availability of the document in the system.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>7.5 Using the system, screen correctness and completeness of the submitted documents using checklist in the Annotation Wizard.</p> <p>7.5.1 If the documents are incomplete and failed to proceed with the request, print the Annotation Wizard Checklist.</p> <p>7.5.1.1 Return all the submitted documents, with the printed Annotation Wizard Checklist, to the client.</p> <p>7.5.1.2 Instruct the client to complete the missing requirement indicated in the Annotation Wizard Checklist.</p> <p>7.5.2 If the documents are complete and passed the Annotation Wizard Checklist, process the transaction.</p> <p>7.6 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit, and the documents to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			<p>Information on Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, or, PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD</p>
<p>8. Proceed to the payment window.</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p>	<p><u>Total Fee</u> Php 255.00 per copy</p>	<p>4 minutes</p>	<p>Collecting Officer,</p>

<p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the AF and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p><u>Reminder:</u></p> <ul style="list-style-type: none"> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter. 	<p>8.2 Receive and check the AF and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5. Stamp the OR with the date and time of release.</p> <p>8.5 Give the OR to the client and return the presented valid IDs and/or authorization letter/SPA/Affidavit as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>8.6 Consolidate the documents subject to Premium Annotation.</p> <p>8.7 Prepare transmittal of the documents for Premium Annotation processing.</p> <p>8.8 Submit the transmittal and documents to the Document Receipt and Control Unit (DRCU).</p>	<p>Breakdown:</p> <p>Processing Fee: -Php 225.00</p> <p>Documentary Stamp Tax -Php 30.00</p>		<p>PSA Civil Registry System Outlet</p> <p>Coordinator, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>9. Return to the CRS Outlet on the date and time of release of the Premium Annotation Request.</p>	<p>9.1 Receive the Premium Annotation Request.</p> <p>9.2 Check the transmittal and the attached documents.</p> <p>9.3 Scan the barcode and print transmittal through RCC.</p>	<p>None</p>	<p>4 working days and 7 hours</p>	<p>Civil Register Management Division</p>

	<p>9.4 Transmit the documents to the concerned backend processing unit.</p> <p>9.5 Conduct detailed screening of the documents.</p> <p>9.5.1 If the documents failed the detailed screening, issue "Feedback".</p> <p>9.5.2 If the documents passed the detailed screening, prepare document for annotation.</p> <p>9.6 Transmit the documents to Annotation Unit for processing.</p> <p>9.7. Reflect the annotation in the system.</p>			
10. Get Queue Ticket Number (QTN)	10.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor or PSA Civil Registry System</p>
11. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	11.1 Ensure that the QMS Public Digital Display is functional.	None	10 minutes	<p>Registrar, PSA Civil Registry System Outlet</p> <p>Team Leader,</p>

				PSA Civil Registry System Outlet Outlet Supervis or, PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD
12. Proceed to the Releasing Window. 12.1 Present the ORIGINAL OR and other requirements.	12.1 Require the client to present/ submit the requirements and check for correctness and completeness. 12.2 Retrieve the transaction in the system using the search query. 12.3 Check the status of the Premium Annotation request. 12.4 If the Premium Annotation request resulted "Feedback", print/prepare the "Feedback Form" and the documents submitted for Premium Annotation processing. 12.5.1 Return to the clients the documents including the Feedback Form and instruct to comply the requirements. 12.6 If the processed Premium Annotation	None	15 minutes	Release r, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervis or, PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD

	<p>request yielded positive result, print the requested document in the Security Paper (Secpa).</p> <p>12.7 Control the printed document in SECPA using the system.</p>			
<p>13. Check the document.</p> <p>13.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>13.1 Release the documents to the client.</p> <p>13.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>13.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>13.4 Affix the initials of the Releaser in the OR.</p> <p>13.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.</p>	None	5 minutes	<p>Release r, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervis or, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
TOTAL PROCESSING TIME: FIVE (5) WORKING DAYS EXCLUSIVE OF QUEUEING TIME.				

Special Cases/Situations:

SITUATION	ACTION	LOCATION	REMARKS
1. The findings of the Query First resulted to blurred civil registry document.	<p>1. The request for Premium Annotation will not be processed, but instead, the documents will be received for endorsement to the backend processing unit as Regular Annotation request.</p> <p>1.1 Receive the documents from the client.</p> <p>1.2 Issue an Acknowledgement Receipt to the client, indicating when will the document be available for request, and the phone number for follow ups.</p> <p>1.3 Inform the client that once the Regular Annotation is processed, the client can proceed to request the document under Copy Issuance service.</p> <p>1.4 Transmit the document to the CDLI Coordinator.</p> <p>1.5 Prepare transmittal of the documents to be transmitted to Document Receipt and Control Unit (DRCU).</p>	Document Receipt and Control Unit	

		(DRCU), Civil Register Management Division	
TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS EXCLUSIVE OF QUEUEING TIME.			

2. There is a previous Feedback not yet complied.	<p>2. The request for Premium Annotation will not be processed.</p> <p>2.1 Print the Feedback Form.</p> <p>2.2 Issue the Feedback Form to the client and instruct to comply the requirements.</p> <p>2.3 Return the documents to the client.</p>		
Premium Annotation request with previous Feedback on the same document will not be processed.			

CIVIL REGISTER MANAGEMENT DIVISION

1. Issuance of Unconverted Requests (Copy Issuance of Birth, Marriage, Death at PSA CRS Outlet)

Unconverted requests are requests of civil registry documents that are not yet loaded in the Civil Registry System (CRS) database and are NOT yet available for COPY ISSUANCE in the CRS Serbilis Outlets. These require manual processing, data encoding, scanning and loading in the database prior to the availability for copy issuance in the PSA Civil Registry System Outlet (PSA CRS Outlet). Unconverted requests also include rework cases encoded by the PSA CRS Outlets for "Clear Copy" or those with Positive Query in the Civil Registration Query System (CRQS).

PSA CRS Serbilis Outlets nationwide accepts unconverted requests and these Application Forms (AFs) are electronically forwarded to the Central Office under Civil Registration Service-Civil Register Management Division through Uncon/MV Processing.

Office or Division:	Civil Register Management Division
Classification:	Complex

Type of Transaction:	Government-to-Citizen (G2C)										
Who may avail:	All clients of legal age (18 yrs. old and above)										
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
Completely filled-up <ul style="list-style-type: none"> • Application Form (AF)-Birth Certificate (White Form), or • Marriage Certificate (Pink Form), or • Death Certificate (Yellow Form), accomplished in PRINTED LETTERS 	Any PSA CRS Serbilis Outlet										
The AFs for unconverted requests are electronically forwarded and printed in the corresponding Archives /Unit as designated below: <table border="1"> <thead> <tr> <th>Unit/Archives</th><th>Coverage</th></tr> </thead> <tbody> <tr> <td>Document Processing Unit</td><td>Current Year (i.e. 2023)</td></tr> <tr> <td>Birth/Death/Marriage Archives</td><td>Past 2 Years (2021-2022)</td></tr> <tr> <td>Microfilm Unit</td><td>1945-1994</td></tr> <tr> <td>Central Archives</td><td>1945-2022</td></tr> </tbody> </table>		Unit/Archives	Coverage	Document Processing Unit	Current Year (i.e. 2023)	Birth/Death/Marriage Archives	Past 2 Years (2021-2022)	Microfilm Unit	1945-1994	Central Archives	1945-2022
Unit/Archives	Coverage										
Document Processing Unit	Current Year (i.e. 2023)										
Birth/Death/Marriage Archives	Past 2 Years (2021-2022)										
Microfilm Unit	1945-1994										
Central Archives	1945-2022										

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Document Processing Unit or Birth, Death, Marriage Archives, or Microfilm Unit				
	1. Print AFs using Unconverted/MV Processing	None	35 minutes per batch of 100 AFs	Uncon/MV Operator DPU or BDM Archives or Microfilm Unit Supervisor DPU/BDM Archives or Microfilm Unit Chief, CRMD CRS Building, Quezon City
	2. Sort AFs by type, date of release, and year of registration	None	1 hour per batch of 100 AFs	Uncon/MV Operator DPU or BDM Archives or Microfilm Unit

	3. Scan in incoming AFs through barcode and sort AF by type, date of release, and year of registration	None	15 minutes per batch of 50 Application Forms	Supervisor DPU/BDM Archives or Microfilm Unit Chief, CRMD CRS Building, Quezon City
	4. Verify status of the requested document in the RCC, DVSS, CRQS, VEI and CRD/CDLI Search a. If positive index in the RCC, DVSS, CRQS, and VEI, forward to the manual verifier for pull out b. If positive CRD/CDLI Search, log out as copy issuance (Positive) for Outlet requests. c. If negative, there are three (3) options, release as a negative record, through feedback form if found to be problem document or route to other concerned archives/unit for manual pull out of the document	None	3 hours per batch of 100 AFs	Associate (RCC Indexer) DPU or BDM Archives or Microfilm Unit Supervisor DPU or BDM or Microfilm Unit Chief, CRMD CRS Building, Quezon City
AFs resulted to verification of positive index in the CRQS covering the period 1945-1994 shall be processed at Microfilm Unit as follows:				
MICROFILM UNIT (1945-1994 requested documents only)				
	5. Sort AF by date of release, type of document, by year, province, and municipality 6. Pull out the microfilm roll for verification in the Birth, Marriage or Death Library	None	1 hour per batch of 500 Application Forms 1 hour per batch of 60 microfilm rolls	Librarian (Associate) Microfilm Unit Supervisor Microfilm Unit Chief, CRMD CRS Building, Quezon City
	7. Verify the document requested in the microfilm rolls	None	1 hour per batch of 16 Application	Verifier (Associates)

	8. Print a copy of the document if positive, otherwise route the AF to Amparo for clear copy verification	None	Forms verified and printed in local paper	Microfilm Unit Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
	9. Prepare transmittal of AFs with attached printed document (in local copy) 10. Route the documents to Amparo for verification (refer to page 11 for approval/disapproval of the document thru Electronic Endorsement Process)	None	20 minutes per batch of 60 AFs with transmittal	Team Lead (Associate) Microfilm Unit Registration Officer II Supervisor, Microfilm Unit Registration Officer III Supervisor, Production and Maintenance Unit Chief, CRMD CRS Building, Quezon City
	11. If positive CRD/CDLI Search, log out as copy issuance (Positive) for Outlet requests.	None	5 minutes per batch of 60 AFs with transmittal	Team Lead (Associate) Microfilm Unit Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
	12. If negative, log out as copy issuance (Negative) for Outlet requests.	None	5 minutes per batch of 60 AFs with transmittal	Team Lead (Associate) Microfilm Unit

				Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
AFs resulted to verification of positive query in the RCC and/or DVSS for current year of registration (i.e 2023) shall be processed at the Document Processing Unit as follows:				
DOCUMENT PROCESSING UNIT (CURRENT REGISTRATION YEAR-i.e. 2023)				
	13. Manually retrieve the document in the folio (or folder) 14. If manual verification resulted to “positive”, transmit the AF and the pull-out document to PMU for scanning (refer to page 11 for approval/ disapproval of the document thru Electronic Endorsement Process)	None	1 hour per batch of 8 documents/ AFs	Manual Verifier (Associate) DPU CRMD Registration Officer III Supervisor, DPU Registration Officer III Supervisor, Production and Maintenance Unit Chief, CRMD CRS Building, Quezon City
	15. If negative, there are two (2) options, log out as a negative record or through a feedback form if found to be problem document	None	35 minutes per batch of 60 AFs with transmittal	Uncon/MV Controller (Associate) DPU Registration Officer III Supervisor, DPU Chief, CRMD CRS Building, Quezon City
AFs resulted to verification of positive query in the RCC and/or DVSS shall be processed at Birth, Death, Marriage Archives as follows:				
BIRTH, DEATH AND MARRIAGE ARCHIVES (Past 2 Years- 2021-2022)				

	16. Manually retrieve the document in the folio (or folder)	None	1 hour per batch of AF 8 verified documents	Manual Verifier (Associate) BDM Archives
	17. If manual verification resulted to “positive”, transmit the AF and the pull-out document to PMU for scanning (refer to page 11 for approval/ disapproval of the document thru Electronic Endorsement Process)	None	1 hour for batch of 8 AFS (with transmittal prepared)	Registration Officer III Supervisor, BDM Archives Registration Officer III Supervisor, Production and Maintenance Unit Chief, CRMD CRS Building, Quezon City
	18. If negative, there are two (2) options, release as a negative record or through a feedback form if found to be problem document	None	1 hour per batch of 80 AFs	Registration Officer III, BDM Archives Chief, CRMD CRS Building, Quezon City
Requested documents found blurred or with unreadable entries as a result of verification from different archives covering years 1945-2022 shall undergo manual retrieval at the Central Archives, as needed:				
CENTRAL (AMPARO) ARCHIVES (1945-2022)				
	19. Pick up AF for verification at CRS	None	4-6 hrs *consider travel time of liaison officer from Central Archives to CRS Building	Administrative Aide VIII, Amparo Archives Chief, CRMD CRS Building, Quezon City
	20. Distribute AFs to concerned personnel for verification 21. Manually retrieve record in the folder and insert a marker to indicate a document was pulled out	None	5 minutes 1 hour per 10 AFs	Manual Verifier, Associate Administrative Aide VIII, Amparo Archives

				Chief, CRMD CRS Building, Quezon City
	22. Scans document for approval/disapproval of the document at PMU thru Electronic Endorsement Process)	None	30 minutes	Manual Verifier, Associate Administrative Aide VIII, Amparo Archives Registration Officer III Supervisor, Production and Maintenance Unit Chief, CRMD CRS Building, Quezon City
	23. Returned the documents pulled-out to their corresponding folders	None	1 hour per batch of 12 documents	Manual Verifier, Associate Administrative Aide VIII, Amparo Archives Chief, CRMD CRS Building, Quezon City
	24. Route to concerned archives/unit using Uncon/MV Processing for logging out as positive/ negative/ feedback	None	5 minutes per batch of 60 AFs with transmittal	Uncon/MV Controller (Associate) Administrative Aide VIII, Amparo Archives Chief, CRMD CRS Building, Quezon City
<p>The following documents retrieved from the Archives/Unit needs to undergo electronic endorsement process at the Production and Maintenance Unit (PMU)</p> <ol style="list-style-type: none"> 1. Printed in local paper from Microfilm Unit (certified by Microfilm Unit Supervisor); 2. Original document retrieved from Central Archives (Amparo) 				

3. Original document retrieved from Birth, Marriage, and Death Archives				
PRODUCTION AND MAINTENANCE UNIT Electronic Endorsement Process (Scanning at Central Office)				
	<p>25. Scan “in” AF in Uncon/MV Processing and control received documents from the Archives or Unit</p> <p>26. Segregate the documents that passed specimen verification and the problem documents</p> <p>26.1 Documents that passed the specimen verification are for uploading in the database</p> <p>26.2 Problem documents are for issuance of feedback notice</p>	None	<p>1 hour per batch of 1,800 AFs</p> <p>1 hour per batch of 600 AFs/ documents</p>	<p>Uncon/MV Controller (Associate)</p> <p>Registration Officer III Supervisor, Production and Maintenance Unit</p> <p>Chief, CRMD CRS Building, Quezon City</p>
	<p><u>Documents passed specimen signature verification:</u></p> <p>27. Encode details of document in VEI</p> <p>28. Scan documents for uploading in the database using Electronic Endorsement Module</p>	None	<p>1 hour per batch of 33 documents/ AFs</p> <p>1 hour per batch of 33 documents/ AFs</p>	<p>Data Encoder Associate, PMU</p> <p>EE scanning clerk PMU</p> <p>Chief, CRMD CRS Building, Quezon City</p>
	<p>29. Verify the scanned documents using CRD/CDLI Search prior to approval or disapproval of the document</p> <p>29.1 If the document requested is “Negative” in the CRS database and the scanned document passed the specimen signature verification; proceed with approval of the document. Indicate in the AF “Approved” or “A” and the date of approval of the document;</p> <p>29.2 If the document requested resulted to “Negative” in the</p>	None	<p>1 hour per batch of 23 documents/ AFs</p>	<p>EE Approver Associate, PMU Supervisor, Registration Officer III, PMU</p> <p>Chief, CRMD CRS Building, Quezon City</p>

	<p>database and the scanned document is blurred, stamp in the evaluation form “disapproved” or “DA” and indicate the date and reasons of the feedback</p> <p>19.3 If the document requested is “positive” in the CRS database but with blurred or unreadable entries and there are discrepancies of entries between the endorsed document and the original document from archive, the document pulled out from the Archives will be rescanned for a “clear copy” and approved.</p> <p>However, if the original document retrieved from the Archives is still blurred, indicate in the AF as “Disapproved” or “DA”, and the date when the document processed and the reasons of the feedback</p> <p>30. Segregate approved and disapproved documents</p>			
	<p><u>Approved documents:</u></p> <p>31. Prepare transmittal for approved documents</p> <p>32. Scan out AF with tagged “Positive”</p> <p>33. If positive CRD/CDLI Search, log out as copy issuance (Positive) for Outlet requests.</p> <p>34. If negative, there are two (2) options, release as a negative record or through a feedback form if found to be problem document</p>	None	<p>1 hour per batch of 200 documents/AFs</p> <p>Note: Once EE document approved by PMU, it will be available online nationwide in 2-3 days</p>	<p>EE Approver Associate, PMU</p> <p>Supervisor, Registration Officer III, PMU</p> <p>Chief, CRMD CRS Building, Quezon City</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS Assuming all are CRS ITP2 Outlets</p>				

2. Issuance of Unconverted Certification of No Marriage Record/Advisory of Marriage Record (Walk-in Clients) at PSA CRS Outlet

Processing of unconverted requests involving CEMAR or the Advisory for Marriages is done at CRMD. These are cases that are negative in the database but with positive query in Civil Registry Query System or CRQS index. Outlets tagged these transactions as unconverted CENOMAR requests, and these transactions are electronically forwarded to CRMD through the ODDS system.

Office or Division:	Civil Register Management Division			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All clients of legal age (18 yrs. old and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for CEMAR or Advisory of Marriage, Negative in CICA database from Outlets but positive in CRQS Note: Outlet accept Application Forms (AF) for unconverted CENOMAR and tagged requests as "Unconverted"		Any PSA Civil Registry System Outlet (PSA CRS Outlet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MICROFILM UNIT (1945-1994 requested documents only)				
	1. Print electronic Application Form (AF) thru Uncon/MV	None	35 minutes per batch of 100 AFs	Uncon/MV Operator Associate Microfilm Unit Supervisor Registration Officer II Microfilm Unit Chief, CRMD CRS Building
	2. Sort AF by date of release, type of document, by year, province, and municipality	None	1 hour per batch of 500 Application Forms 1 hour per batch of 60 microfilm rolls	Librarian (Associate) Microfilm Unit Supervisor Microfilm Unit Chief, CRMD

	3. Pull out the microfilm roll for verification in the Marriage Library			CRS Building
	4. Verify the document requested in the microfilm rolls	None	1 hour per batch of 16 Application Forms verified and printed in local paper	Verifier (Associates) Microfilm Unit
	5. Print a copy of the document if positive, otherwise route the AF to Amparo for clear copy verification	None		Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
	6. Prepare transmittal of AFs with attached printed document (in local copy)	None	20 minutes per batch of 60 AFs with transmittal	Team Lead (Associate) Microfilm Unit
	7. Route the documents to PMU for scanning (for approval/disapproval of the document thru Electronic Endorsement Process)			Registration Officer II Supervisor, Microfilm Unit Registration Officer III Supervisor, Production and Maintenance Unit Chief, CRMD CRS Building, Quezon City
	8. If positive CRD/CDLI Search, log out as copy issuance (Positive) for Outlet requests.	None	5 minutes per batch of 60 AFs with transmittal	Team Lead (Associate) Microfilm Unit Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City

	9. If negative, log out as copy issuance (Negative) for Outlet requests. Prepares communication letter addressed to concerned C/MCR for endorsement	None	5 minutes per batch of 60 AFs with transmittal	Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
	10. Librarian returns and controls microfilm rolls	None	1 hour per batch of 53 AFs	Microfilm Librarian Microfilm Unit Supervisor Registration Officer II Microfilm Unit Chief, CRMD CRS Building, Quezon City
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS Assuming all are ITP2 Outlets CRS				

3. Processing of Electronic Endorsement Documents thru Outlets

Electronic endorsement allows PSA Serbilis Outlets to accept documents of previously registered copy as well as advance submission to the PSA Central Office. The civil registry documents are scanned at the PSA CRS Outlets and electronically forwarded to the central back-end processing for verification and approval.

Office or Division:	Civil Register Management Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2G)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of endorsement from the Local Civil Registry Office (LCROs)	Local Civil Registry Office (LCRO) of the place of registration and occurrence
2. Endorsed birth, marriage, or death document (OCR Copy or certified photocopy of the document) City/Municipal Civil Registrar (C/MCR) or his/her designated liaison officer, or through courier transmit the documents for electronic endorsements at the PSA CRS Outlet.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LCRO endorse the document to the nearest CRS Outlet through courier or hand carried by their authorized liaison officers	PSA CRS Outlet 1. Scan the civil registry document using Electronic Endorsement module	None Note: Client will pay for Php155.00 per copy once the document has been approved at Central Office		Electronic Endorsement staff PSA CRS Outlet Supervisor PSA CRS Outlet Supervisor
	CRMD- Production and Maintenance Unit (PMU) 2. Receipt and control of endorsed scanned civil registry documents in the central back-end office thru Electronic Endorsement (EE) system	None	1 hour per batch of 20 documents	Electronic Endorsement (EE) Approvers, PMU 6 th Floor, CRS Building Supervisor Registration Officer III PMU 6 th Floor, CRS Building Chief, CRMD CRS Building Quezon City
	3. View the submitted documents using EE system	None	1 hour per batch of 20 documents	EE Approvers PMU 6 th Floor CRS Building Supervisor Registration Officer III PMU 6 th Floor CRS Building Chief, CRMD CRS Building Quezon City

	<p>4. Verify the submitted document using CRD/CDLI Search and CRQS/DVSS</p> <p>4.1 If verification in the CRS database yield negative result and the scanned record from the outlet has clear and readable entries, proceed to Step 4</p> <p>4.2 If the scanned image from the Outlet has blurred or unreadable entries, yield negative result in the database but positive in the CRQS or DVSS, request for manual retrieval from the Central Archives the original documents. Proceed to page 10 for the steps of Central Archives (Amparo) processes</p> <p>4.3 Upon receipt of the manually retrieved document from the Archives, match the pulled out documents w/ the scanned image from the outlet</p> <p>4.3.1 If there are discrepancies of entries between the endorsed document and the original document from archive, the document pulled out from the Archives, and if clear copy, will be scanned and approved.</p> <p>4.3.2 If the original copy pulled out from the archives has</p>	None	1 hour per batch of 12 documents	<p>EE Approvers PMU</p> <p>Supervisor Registration Officer III PMU</p> <p>Chief, CRMD CRS Building Quezon City</p> <p>Note: manual retrieval or pull out at the Archives takes 2 working days</p>
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	<p>blurred entries and with discrepancy of entries, indicate in the evaluation form the discrepancies</p> <p>4.3.3 Prepare a feedback notice to indicate disapproval of the EE document using EE system</p>			
	<p>5. Verify specimen signature of the issuing Local Civil Registrar/City Civil Registrar</p> <p>5.1 If the specimen signature of the scanned documents passed verification, approve the document.</p> <p>5.2 If document image did not pass specimen verification, disapprove w/ feedback.</p>	None	1 hour per batch of 12 documents	<p>(EE) Approvers, PMU 6th Floor, CRS Building</p> <p>Supervisor Registration Officer III PMU 6th Floor, CRS Building</p> <p>Chief, CRMD CRS Building Quezon City</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 3 WORKING DAYS</p> <p>Special cases: those for manual retrieval at Central Archives which requires two (2) working days to pull-out the original document will be adjusted to 5 working days</p>				

4. Processing of Electronic Endorsement Documents thru Courier

Civil registry documents endorsed by piecemeal/advance endorsement directly to the Central Office through courier are processed also through Electronic Endorsement scheme. The CRMD through the Production and Maintenance Unit (PMU) encodes the data using DVSS, scans and loads the image in the production database ready for copy issuance upon request of the general public.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)

Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of endorsements from the concerned Local Civil Registry Office	Issued by the concerned Local Civil Registry Office (LCRO)
Endorsed civil registry document birth, marriage, death or other documents (OCRG Copy or certified photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Document Receipt and Control Unit and Local Civil Registrars Coordinating Unit				
1. Local Civil Registry Office endorse Civil Registry documents (Piecemeal & Endorsement) to the PSA central office through courier and LCRCU.	1. Receipt and control of endorsed Civil Registry documents (Piecemeal & Endorsement) from LCROs through couriers and LCRCU by DRCU.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor DRCU 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	2. Encode in RCC and transmittal	None	1 hour per batch of 75 documents.	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building
	3. Sign CRDs	None	1 hour per batch of 120 CRDs.	Supervisor Registration Officer III DRCU 3 rd Floor CRS Building
	4. Transmit the endorsed	None	20 minutes	Unisys Associate,

	documents/ piecemeal with transmittal to Production and Maintenance Unit (PMU) for processing (refer to Page 11 of PMU Process)			Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III DRCU 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

5. Processing of Documents under Memorandum Circular 2010-04

Correction of entries involving errors the geographic, statistical portion and/ or registry number in a civil registry document that cannot be corrected by judicial means or RA 9048 are processed at the CRMD.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement letter from the Local Civil Registry Office	Local Civil Registry Office (LCRO) of the place of the vital event
2. Letter of request for correction pursuant to OCRG Memorandum Circular 2010-04 from the clients or Local Civil Registry Office	
3. Certified photocopy of Annotated Civil Registry Documents	
4. Certified photocopy of Un-annotated Civil Registry documents	
5. Certified photocopy of the registry book	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT AND LOCAL CIVIL REGISTRARS COORDINATING UNIT				
1. Local Civil Registry Office endorse Civil Registry documents with annotation under MC 2010-4 to the PSA central office through courier and LCRCU	1. Receipt and control of Civil Registry documents with annotation under MC 2010-4 to the PSA central office through courier and LCRCU	None	1 hour per batch of 75 documents.	Unisys Associate and Contract of Service Worker, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III DRCU 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	2. Encode in RCC and print transmittal	None	1 hour per batch of 75 documents.	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building
	3. Sign CRDs with remarks under MC 2010-04	None	1 hour per batch of 120 CRDs.	Supervisor Registration Officer III DRCU 3 rd Floor CRS Building

	4. Transmit the documents with transmittal to Production and Maintenance Unit (PMU) for processing (refer to Page 11 of PMU Process)	None	20 minutes	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III DRCU 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
PRODUCTION AND MAINTENANCE UNIT				
	<p>5. Evaluation of the receipt CRDs with MC 2010-04 annotation</p> <p>a. If passed, refer to Page 11 of PMU Process</p> <p>b. If failed, draft communication letter to the concerned C/MCR</p>	None		<p>Registration Office III and Registration Officer II, Production and Maintenance Unit (PMU) 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

6. Processing of Civil Registry Documents under Circular 91-6 (Physical Transfer of Document)

Circular No. 91-6 which was signed and issued on 18 November 1991 provides the guidelines in the physical transfer of civil registry documents that were registered other than the place of the occurrence of the vital events (birth, death, and marriage). This is in compliance with the general rule that the place of occurrence is the place of registration of a vital event.

CRMD processes documents subject for annotation under Circular No. 91-6.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement letter from the Local Civil Registry Office	Local Civil Registry Office (LCRO) of the place where the document has been physically transferred
2. Certified photocopy of Annotated Civil Registry Documents	
3. Certified photocopy of Un-annotated Civil Registry documents	
4. Certified photocopy of the registry book	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Local Civil Registry Office endorse Civil Registry documents with annotation under Circular 91-6 to the PSA Central Office through courier and LCRCU	1. Receipt and control of endorsed Civil Registry documents (with annotation on Circular No.91-6) in the Central Office.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III DRCU 3 rd Floor CRS Building Chief, CRMD

				7 th Floor CRS Building
	2. Encode in RCC and print transmittal	None	1 hour per batch of 75 documents.	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building
	3. Sign CRDs with remarks under Circular No. 91-6	None	1 hour per batch of 120 CRDs.	Supervisor Registration Officer III DRCU 3 rd Floor CRS Building
	4. Transmit the documents with transmittal to Production and Maintenance Unit (PMU) for processing	None	20 minutes	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III DRCU 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
PRODUCTION AND MAINTENANCE UNIT				
	5. Evaluation of the receipt CRDs with Circular No. 91-6 annotation	None		Registration Office III and Registration Officer II,

	<p>5.1 If passed, refer to Page 11 of PMU Process</p> <p>5.2 If failed, draft communication letter to the concerned C/MCR</p>			<p>Production and Maintenance Unit (PMU) 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

7. Issuance of Premium Annotation Requests: Copy issuance of Birth, Marriage, or Death Affecting RA 9048 and/or RA 10172 at PSA CRS Central Outlet

Republic Act No. 9048 is an act authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical or typographical error in an entry and or change of first name or nickname in the civil register without need of a judicial order. This law amended Article 376 of the Civil Code of the Philippines.

Republic Act No. 10172 is another act which further authorizes the City or Municipal Civil Registrar or the Consul General to correct clerical or typographical errors in the DAY and MONTH in the DATE of BIRTH or SEX of a person appearing in the Civil Register without need of a judicial order, amending RA 9048.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved petition with the C/MCR decision (one photocopy certified by the concerned LCRO) <ul style="list-style-type: none"> • Correction of Clerical Error [CCE] • Change of first name [CFN] 	Local Civil Registry Office (LCRO) of the place of birth
2. Certificate of Finality (one photocopy certified by the concerned LCRO)	
3. Action taken by the Civil Registrar General (CRG) (one photocopy certified by the concerned LCRO)	
4. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	
5. Annotated Certificate of Live Birth effecting RA 9048/RA10172(one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
1. The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation under	1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City 1.1 Check the AFs of transmitted documents vs. list of	None Note: AF here is for request for copy issuance of Premium Annotated CRDs.	10 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III

RA9048/ RA10172	<p>documents in the transmittal.</p> <p>1.1.1 If the AF is not among the list in the transmittal, return to CRS Outlet</p> <p>1.1.2 If the AF is among the list in the transmittal, proceed to 2.</p>	Processing fee for copy issuance of the annotated COLB is being collected by the PSA CRS Outlet - East Avenue, Q.C.		<p>Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Scans barcode for preparation and printing of transmittal thru RCC	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	3. Transmit the documents to RA9048/ RA10172 and Supplemental Report Unit	None.	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and</p>

				Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
RA9048, RA10172 AND SUPPLEMENTAL REPORT UNIT				
	<p>4. Receipt and Control of documents from DRCU</p> <p>4.1 Check the transmitted documents vs. transmittal.</p> <p>4.1.1 If the document is not among the list in the transmittal, return to DRCU.</p> <p>4.1.2 If the document is among the list in the transmittal, proceed to 5.</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	Uncon/MV Controller RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City

				<p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>6. Match AFs with its supporting documents.</p> <p>a. If document has no AF, return to DRCU for encoding.</p>	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>7. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>a. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on each page of the documents.</p>	None	30 minutes per batch of 10 documents.	<p>Specimen Signature Verifier RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental</p>

	<p>b. If document did not pass verification, attach the blue stub, and indicate the feedback.</p>			<p>Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>a. Check completeness and consistency of documents.</p> <p>b. Conduct of CRD/CDLI Search verification.</p> <p>c. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>d. If the affected CRD contained blurred/unreadable entries, route to Microfilm Archives (refer to page 7 of Microfilm Process) or to BMD Archives (refer to page 9 of BMD archives)</p> <p>e. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>f. If the document is found annotated for RA 9048/ RA 10172, logged out as "positive".</p>	None	1 hour per batch of 10 documents.	<p>Screener, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	9. Preparation and Tagging of Feedback Form	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Attaching of feedback form to documents.</p> <p>a. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	11. Sending of Feedback	None	2 hour and 30 minutes per	Administrative Assistant II,

	<p>a. Check transmittal vs. the documents.</p> <p>b. Scan the feedback form.</p> <p>c. Sort the documents by City/Municipality</p> <p>d. Email the feedback to concerned LCRO.</p>		batch of 15 documents.	<p>RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
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ANNOTATION UNIT

	<p>12. Receipt and control of application forms (AFs) and supporting documents from RA9048/RA10172 and Supplemental Report Unit.</p> <p>12.1 Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>12.1.1 If the AF is not among the list in the transmittal, return to RA9048/RA1017 2 and Supplemental Report Unit.</p> <p>12.1.2 If the AF is among the list in the transmittal, proceed to the next step.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
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	<p>12.2 Scan “In” the AFs through the Uncon/MV Processing</p> <p>12.3 Forward the documents to the Team Lead for distribution to the Annotators.</p>			
	13. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	14. Create VEI records	None	1 hour per batch of 10 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>15. Annotation of COLB in the CRS database</p> <p>15.1 Countercheck the completeness of the requirements</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p>

	<p>and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1 If the record passed verification, annotate the image in the CRS database.</p> <p>15.1.2 If the record does not pass the verification, issue feedback.</p> <p>15.1.3 If the document is already found annotated for RA908/RA10172, return to RA9048/RA10172 and Supplemental Unit for logging out in the system.</p>			<p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>16. Approval of Annotation</p> <p>16.1 Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1 If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>16.1.2 If failed, disapprove the annotation, and prepare feedback.</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	17. Return all the approved/disapproved documents to RA9048/ RA10172 and Supplemental	None		Uncon/MV Controller, Annotation Unit, CRMD, CRS

	Report Unit for Document Preparation			Building, Quezon City Supervisor Annotation Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
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The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS (CRS East Avenue Outlet)

8. Issuance of Regular Annotation Requests: Copy issuance of Birth, Marriage, or Death Affecting RA 9048 and/or RA 10172 at PSA CRS Outlets

Republic Act No. 9048 is an act authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical or typographical error in an entry and or change of first name or nickname in the civil register without need of a judicial order. This law amended Article 376 of the Civil Code of the Philippines.

Republic Act No. 10172 is another act which further authorizes the City or Municipal Civil Registrar or the Consul General to correct clerical or typographical errors in the DAY and MONTH in the DATE of BIRTH or SEX of a person appearing in the Civil Register without need of a judicial order, amending RA 9048.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved petition with the C/MCR decision (one photocopy certified by the concerned LCRO) <ul style="list-style-type: none"> • Correction of Clerical Error [CCE] • Change of first name [CFN] 	Local Civil Registry Office (LCRO) of the place of birth
2. Certificate of Finality (one photocopy certified by the concerned LCRO)	
3. Action taken by the Civil Registrar General (CRG) (one photocopy certified by the concerned LCRO)	
4. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	
5. Annotated Certificate of Live Birth effecting RA 9048/RA10172(one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT, DOCUMENT PROCESSING UNIT, LOCAL CIVIL REGISTRARS COORDINATING UNIT, AND CRS OUTLETS				
1. The regular annotation requests for RA9048/RA10172 are received through: Courier. Monthly Submission. LCRCU; and CRS Outlets	1. Receipt and control of documents. 1.2 Check the document/parcel vs. transmittal. 1.2.1 If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU. 1.2.2 If the document/s are among the list	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3 rd Floor CRS Building Supervisor Registration Officer III

	in the transmittal, proceed to 2.			Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	3. Create VEI Record 3.1. Search VEI record, if positive proceed to step 4. 3.2. If Negative, create VEI record	None	1 hour per batch of 30 documents 1 hour per batch of 29 documents	Unisys Associate Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III

				<p>Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	4. Create Transaction for RA 9048 / RA10172 and Supplemental Report Regular Annotation Requests	None	1 hour per batch of 42 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	5. Transmit the documents to RA9048/ RA10172 and Supplemental Report Unit	None	5 minutes per batch of 32 documents	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and</p>

				Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
RA9048, RA10172 AND SUPPLEMENTAL REPORT UNIT				
	<p>6. Receipt and Control of documents from DRCU</p> <p>6.1. Check the transmitted documents vs. transmittal.</p> <p>6.1.1. If the document is not among the list in the transmittal, return to DRCU</p> <p>6.1.2. If the document is among the list in the transmittal, proceed to 6.</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and</p>

				Supplemental Report Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	8. Match AFs with its supporting documents.	None	5 minutes per batch of 10 AFs	Unisys Associate, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	9. Verify the specimen signature of the authorized LCRO signatory in the database 9.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on each page of the documents	None	30 minutes per batch of 10 documents.	Specimen Signature Verifier RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Supervisor RA9048/RA1017 2 and Supplemental

	9.2. If document did not pass verification, attach the blue stub and indicate the feedback			Report Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	<p>10. Conduct initial screening and attach evaluation form to the supporting documents.</p> <p>10.1. If the document passed the screening processes, route to Annotation Archives/Unit.</p> <p>10.2. If the document failed the screening, indicate the finding in the evaluation form and issue feedback.</p> <p>10.3. If the document is found annotated, logged out as "positive".</p>	None	1 hour per batch of 10 documents.	<p>Screener, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	11. Preparation and Tagging of Feedback Form	None		<p>Feedback Clerk, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD,</p>

				CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	12. Sending of Feedback	None		Administrative Assistant II, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
ANNOTATION UNIT				
	13. Receipt and control of application forms (AFs) and supporting documents from RA9048/RA10172 and Supplemental Report Unit 13.1. Check the AFs of transmitted documents vs. list of documents in the transmittal. 13.1.1. If the AF is not among the list in the transmittal,	None	10 minutes per batch of 10 AFs	Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City Supervisor Annotation Unit, CRMD, CRS Building, Quezon City Chief, CRMD,

	<p>return to RA9048/RA10172 and Supplemental Report Unit</p> <p>13.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>13.2. Scan "In" the AFs through the Uncon/MV Processing</p> <p>13.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			CRS Building, Quezon City
	<p>14. Distribute Application Forms and the supporting documents to the Annotator for processing.</p>	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>15. Annotation of COLB in the CRS database</p> <p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification,</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD,</p>

	<p>annotate the image in the CRS database</p> <p>15.1.2. If the record does not pass the verification, issue a feedback.</p> <p>15.1.3. If the document is already found annotated for RA908/RA10172, return to RA9048/RA10172 and Supplemental Unit for logging out in the system.</p>			CRS Building, Quezon City
	<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>16.1.2. If failed, disapprove the annotation and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	17. Return all the approved/disapproved documents to RA9048/ RA10172 and Supplemental Report Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor</p>

				Annotation Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
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The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS Assuming all other CRS

Decentralized

**Outlet are ITP2
(15 WORKING DAYS
for Regions implementing
Annotations)**

9. Issuance of Premium Annotation Requests: Copy Issuance of Birth Document Effecting Legitimation by Subsequent Marriage of Parents in the CRS Central Outlet

Legitimation is a process where a child born out of wedlock is considered legitimate by fiction of law due to the subsequent valid marriage of the child's biological parents, who at the time of the conception of the child do not have any legal impediment to marry each other.

Marginal annotation on the Certificate of Live Birth or Report of Birth of a child is effected after the submission of the requisite documents for legitimation. The filing and acceptance of the application for the copy issuance of the annotated birth document is at the PSA Civil Registry System Outlet (PSA CRS Outlet) in East Avenue, Quezon City and the processing of the request is being done by the Civil Register Management Division under the Civil Registration Service.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR CHILDREN BORN IN THE PHILIPPINES:	Local Civil Registry Office (LCRO) of the place of birth
1. Affidavit of Legitimation (AOL) executed by the parents (one photocopy certified by the concerned LCRO)	
2. Supplemental AOL executed by the parents if the previously registered AOL does not state the fact of minority of the parent/s at the time of the conception of the child (one photocopy certified by the concerned LCRO)	
3. Certificate of Registration of the AOL issued by the concerned LCRO (one original copy)	
4. Certificate of Marriage/Report of Marriage of parents (one photocopy certified by the concerned LCRO)	
5. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	
6. Annotated Certificate of Live Birth effecting legitimation (one photocopy certified by the concerned LCRO)	
7. Certificate of No Marriage Record (CENOMAR)/Advisory on Marriages of the parents issued by the PSA (one photocopy certified by the concerned LCRO)	
Other documents, if applicable	
8. Registered Certificate of Death/Report of Death/Judicial Declaration of Presumptive Death of the other parent, in case the AOL was executed only by the surviving parent (one photocopy certified by the concerned LCRO)	

9. Registered Affidavit of Acknowledgment (AA), Affidavit of Admission of Paternity (AAP), Private Handwritten Instrument (PHI) or any proof of recognition made by the father in favor of the child, in case: <ul style="list-style-type: none"> a. the child was born before the effectivity of the Family Code of the Philippines, or b. the AOL was executed solely by the mother. 	
10. Registered Certificate/s of Death/Report/s of Death/Judicial Declaration of Presumptive Death of the previous spouse/s of the concerned parent, in case he/she was/were previously married (one photocopy certified by the concerned LCRO/PFSP/PSA copy)	
11. Registered Certificate/s of Marriage of previous marriage/s by one or both spouses with annotation effecting the IP dissolution of marriage or a judicial decree on nullity, annulment, divorce or recognition of foreign divorce in case the concerned spouse/s was/were previously married (one photocopy certified by the concerned LCRO)	
12. Authenticated/Apostilled/Red Ribboned Foreign Death Certificate/Foreign Decree of Divorce in case the foreign parent was previously married under foreign marriage laws.	
B. FOR CHILDREN BORN ABROAD:	Philippine Foreign Service Post (PFSP) where the Report of Birth was recorded
1. Affidavit of Legitimation (AOL) executed by the parents in the Philippines or abroad (one photocopy certified by the City Civil Registry Office of Manila)	
2. Supplemental AOL executed by the parents if the previously registered AOL does not state the fact of minority of one or both parents at the time of the conception of the child (one photocopy certified by the City Civil Registry Office of Manila)	
3. Certificate of Registration of the AOL issued by the City Civil Registry Office of Manila (one original copy)	
4. Certificate of Marriage/Report of Marriage of parents (one photocopy certified by the concerned LCRO/PSA copy)	
5. Un-annotated Report of Birth (one photocopy certified by the concerned PFSP/PSA copy)	
6. Certificate of No Marriage Record (CENOMAR)/Advisory on Marriages of the parents issued by the PSA	
Other requirements, if applicable	
7. Registered Certificate of Death/Report of Death/Judicial Declaration of Presumptive Death of the other parent, in case the AOL was executed only by the surviving parent (one photocopy certified by the concerned LCRO)	
8. Registered Affidavit of Acknowledgment (AA), Affidavit of Admission of Paternity (AAP), Private Handwritten Instrument (PHI) or any proof of recognition made by the father in favor of the child, in case: <ul style="list-style-type: none"> a. the child was born before the effectivity of the Family Code of the Philippines, or b. the AOL was executed solely by the mother. 	
9. Registered Certificate/s of Death/Report/s of Death/Judicial Declaration of Presumptive Death of the previous spouse/s of the	

concerned parent, in case he/she was/were previously married (one photocopy certified by the concerned LCRO/PFSP/PSA copy)	
10. Registered Certificate/s of Marriage of previous marriage/s by one or both spouses with annotation effecting the IP dissolution of marriage or a judicial decree on nullity, annulment, divorce, or recognition of foreign divorce in case the concerned spouse/s was/were previously married (one photocopy certified by the concerned LCRO)	
11. Authenticated/Apostilled/Red Ribboned Foreign Death Certificate/Foreign Decree of Divorce in case the foreign parent was previously married under foreign marriage laws.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation under Legitimation by subsequent marriage of parents	<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City</p> <p>1.1. Check the AFs of transmitted documents vs. list of documents in the transmittal</p> <p>1.1.1. If the AF is not among the list in the transmittal, return to CRS Outlet</p> <p>1.1.2. If the AF is among the list in the transmittal, proceed to 2.</p>	<p>None</p> <p>Note: AF here is for request for copy issuance of Premium Annotated CRDs. Processing fee for copy issuance of the annotated COLB is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>	10 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

	2. Scans barcode for preparation and printing of transmittal thru RCC	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	3. Transmit the documents to Legal Instruments Unit	None.	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
LEGAL INSTRUMENTS UNIT				

	<p>4. Receipt and Control of documents from DRCU.</p> <p>4.1. Check the transmitted documents vs. transmittal.</p> <p>4.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>4.1.2. If the document is among the list in the transmittal, proceed to 5.</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Uncon/MV Controller, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>6. Match AFs with its supporting documents.</p> <p>6.1. If document has no AF, return to DRCU for encoding.</p>	None	5 minutes per batch of 10 AFs	<p>Unisys Associate Legal Instruments Unit, CRMD, 8th Floor CRS Building, Quezon City</p>

	<p>7. Verify the specimen signature of the authorized LCRO signatory in the database</p> <p>7.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on each page of the documents</p> <p>7.2. If document did not pass verification, attach the blue stub and indicate the feedback</p>	None	30 minutes per batch of 10 documents.	<p>Specimen Signature Verifier, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>8.1. Check completeness and consistency of documents.</p> <p>8.2. Conduct of CRD/CDLI Search verification.</p> <p>8.3. If no issue or problem is found during screening, forward the set AFs with the pertinent documents to Cenomarian</p> <p>8.4. If the affected CRD contained blurred/unreadable entries, route to Microfilm Archives (refer to page 7 of microfilm process) or to BMD Archives (refer to page 9 of BMD archives)</p> <p>8.5. If an issue or problem is found during screening, indicate the finding in the evaluation form and</p>	None	1 hour per batch of 10 documents.	<p>Screener, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>forward the set AFs with the pertinent documents to Cenomarian</p> <p>8.6. If the document is found annotated for Legitimation, logged out as “positive”.</p>			
	<p>9. Conduct CENOMAR Verification</p> <p>9.1. If passed, stamp “Parents with No Legal Impediment” and route to Annotation Archives/Unit.</p> <p>9.2. If failed, stamp “Parents with Legal Impediment” and prepare feedback</p> <p>9.3. If passed but with incomplete requirements, prepare feedback</p>	None	1 hour per batch of 10 documents	<p>Cenomarian, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	10. Preparation and Tagging of Feedback Form	None	6 minutes per document.	<p>Feedback Clerk, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>11. Attaching of feedback form to documents.</p> <p>11.1. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, Legal Instruments Unit, CRMD,</p>

				<p>CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Encoding of Feedback form for sending to the concerned LCRO	None	1 hour per batch of 10 documents	<p>COSW, Legal Instruments Unit, CRMD 8th Floor CRS Building</p>
	<p>13. Sending of Status of processed documents to the concerned LCRO</p> <p>13.1. Approved and Annotated CRDs</p> <p>13.2. Documents with Feedback</p>	None	1 hour per batch of 60 documents	<p>Administrative Aide VI and COSW CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>14. Receipt and control of application forms (AFs) and supporting documents from Legal Instruments Unit</p> <p>14.1. Check the AFs of transmitted</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor</p>

	<p>documents vs. list of documents in the transmittal</p> <p>14.1.1. If the AF is not among the list in the transmittal, return to RA9048/RA10172 and Supplemental Report Unit</p> <p>14.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>14.2. Scan “In” the AFs through the Uncon/MV Processing</p> <p>14.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			<p>Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	15. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	16. Create VEI records	None	1 hour per batch of 10 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p>

				Supervisor Annotation Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	<p>17. Annotation of COLB in the CRS database</p> <p>17.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>17.1.1. If the record passed verification, annotate the image in the CRS database</p> <p>17.1.2. If the record does not pass the verification, issue a feedback.</p> <p>17.1.3. If the document is already found annotated for legitimation, return to Legal Instruments Unit for logging out in the system.</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>18. Approval of Annotation</p> <p>18.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>18.1.1. If passed, approve the annotation in</p>	None	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p>

	the Electronic Annotation System (EAS). 18.1.2. If failed, disapprove the annotation, and prepare feedback	Note: Once the document has been approved, copy issuance is available in all CRS Outlets.		Chief, CRMD, CRS Building, Quezon City
	19. Return all the approved/disapproved documents to Legal Instruments Unit for Document Preparation	None		Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City Supervisor Annotation Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS
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10. Issuance of Regular Annotation Requests: Copy Issuance of Birth Document Effecting Legitimation by Subsequent Marriage of Parents

Legitimation is a process where a child born out of wedlock is considered legitimate by fiction of law due to the subsequent valid marriage of the child's biological parents, who at the time of the conception of the child do not have any legal impediment to marry each other.

Marginal annotation on the Certificate of Live Birth or Report of Birth of a child is effected after the submission of the requisite documents for legitimation. The filing and acceptance of the application for the copy issuance of the annotated birth document is at the PSA Civil Registry System Outlet (PSA CRS Outlet) in East Avenue, Quezon City and the processing of the request is being done by the Civil Register Management Division under the Civil Registration Service.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR CHILDREN BORN IN THE PHILIPPINES:	Local Civil Registry Office (LCRO) of the place of birth
1. Affidavit of Legitimation (AOL) executed by the parents (one photocopy certified by the concerned LCRO)	
2. Supplemental AOL executed by the parents if the previously registered AOL does not state the fact of minority of the parent/s at the time of the conception of the child (one photocopy certified by the concerned LCRO)	
3. Certificate of Registration of the AOL issued by the concerned LCRO (one original copy)	
4. Certificate of Marriage/Report of Marriage of parents (one photocopy certified by the concerned LCRO)	
5. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	
6. Annotated Certificate of Live Birth effecting legitimation (one photocopy certified by the concerned LCRO)	
7. Certificate of No Marriage Record (CENOMAR)/Advisory on Marriages of the parents issued by the PSA (one photocopy certified by the concerned LCRO)	
Other documents, if applicable	
8. Registered Certificate of Death/Report of Death/Judicial Declaration of Presumptive Death of the other parent, in case the AOL was executed only by the surviving parent (one photocopy certified by the concerned LCRO)	

9. Registered Affidavit of Acknowledgment (AA), Affidavit of Admission of Paternity (AAP), Private Handwritten Instrument (PHI) or any proof of recognition made by the father in favor of the child, in case: <ul style="list-style-type: none"> a. the child was born before the effectivity of the Family Code of the Philippines, or b. the AOL was executed solely by the mother. 	
10. Registered Certificate/s of Death/Report/s of Death/Judicial Declaration of Presumptive Death of the previous spouse/s of the concerned parent, in case he/she was/were previously married (one photocopy certified by the concerned LCRO/PFSP/PSA copy)	
11. Registered Certificate/s of Marriage of previous marriage/s by one or both spouses with annotation effecting the IP dissolution of marriage or a judicial decree on nullity, annulment, divorce or recognition of foreign divorce in case the concerned spouse/s was/were previously married (one photocopy certified by the concerned LCRO)	
12. Authenticated/Apostilled/Red Ribboned Foreign Death Certificate/Foreign Decree of Divorce in case the foreign parent was previously married under foreign marriage laws.	
B. FOR CHILDREN BORN ABROAD:	Philippine Foreign Service Post (PFSP) where the Report of Birth was recorded
1. Affidavit of Legitimation (AOL) executed by the parents in the Philippines or abroad (one photocopy certified by the City Civil Registry Office of Manila)	
2. Supplemental AOL executed by the parents if the previously registered AOL does not state the fact of minority of one or both parents at the time of the conception of the child (one photocopy certified by the City Civil Registry Office of Manila)	
3. Certificate of Registration of the AOL issued by the City Civil Registry Office of Manila (one original copy)	
4. Certificate of Marriage/Report of Marriage of parents (one photocopy certified by the concerned LCRO/PSA copy)	
5. Un-annotated Report of Birth (one photocopy certified by the concerned PFSP/PSA copy)	
6. Certificate of No Marriage Record (CENOMAR)/Advisory on Marriages of the parents issued by the PSA	
Other requirements, if applicable	
7. Registered Certificate of Death/Report of Death/Judicial Declaration of Presumptive Death of the other parent, in case the AOL was executed only by the surviving parent (one photocopy certified by the concerned LCRO)	
8. Registered Affidavit of Acknowledgment (AA), Affidavit of Admission of Paternity (AAP), Private Handwritten Instrument (PHI) or any proof of recognition made by the father in favor of the child, in case: <ul style="list-style-type: none"> c. the child was born before the effectivity of the Family Code of the Philippines, or d. the AOL was executed solely by the mother. 	
9. Registered Certificate/s of Death/Report/s of Death/Judicial Declaration of Presumptive Death of the previous spouse/s of the	

concerned parent, in case he/she was/were previously married (one photocopy certified by the concerned LCRO/PFSP/PSA copy)	
10. Registered Certificate/s of Marriage of previous marriage/s by one or both spouses with annotation effecting the IP dissolution of marriage or a judicial decree on nullity, annulment, divorce, or recognition of foreign divorce in case the concerned spouse/s was/were previously married (one photocopy certified by the concerned LCRO)	
11. Authenticated/Apostilled/Red Ribboned Foreign Death Certificate/Foreign Decree of Divorce in case the foreign parent was previously married under foreign marriage laws.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The regular annotation requests for legitimation are received through: Courier. Monthly Submission. LCRCU; and CRS Outlets	<p>1. Receipt and control of documents.</p> <p>1.1. Check the document/parcel vs. transmittal.</p> <p>1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU.</p> <p>1.1.2. If the document/s are among the list in the transmittal, proceed to 2.</p>	None	1 hour per batch of 75 documents.	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>3. Create VEI Record</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p> <p>3.2. If Negative, create VEI record</p>	None	<p>1 hour per batch of 30 documents</p> <p>1 hour per batch of 29 documents</p>	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

	4. Create Transaction for Legitimation Regular Annotation Requests.	None	1 hour per batch of 42 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	5. Transmit the documents to Legal Instruments Unit	None	5 minutes per batch of 32 documents.	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
LEGAL INSTRUMENTS UNIT				

	<p>6. Receipt and Control of documents from DRCU.</p> <p>6.1. Check the transmitted documents vs. transmittal.</p> <p>6.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>6.1.2. If the document is among the list in the transmittal, proceed to 5.</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>7. Printing and Sorting of AFs</p>	None	3 minutes per batch of 10 AFs	<p>Uncon/MV Controller, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Match AFs with its supporting documents.</p> <p>8.1. If document has no AF, return to DRCU for encoding.</p>	None	5 minutes per batch of 10 AFs	<p>Unisys Associate Legal Instruments Unit, CRMD, 8th Floor CRS Building, Quezon City</p>

	<p>9. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>9.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on each page of the documents.</p> <p>9.2. If document did not pass verification, attach the blue stub, and indicate the feedback</p>	None	30 minutes per batch of 10 documents.	<p>Specimen Signature Verifier, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>10.1. Check completeness and consistency of documents.</p> <p>10.2. Conduct of CRD/CDLI Search verification.</p> <p>10.3. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>10.4. If the affected CRD contained blurred/unreadable entries, route to Microfilm Archives (refer to page 7 of microfilm process) or to BMD Archives (refer to page 9 of BMD archives)</p> <p>10.5. If an issue or problem is found during screening, indicate the finding in the</p>	None	1 hour per batch of 10 documents.	<p>Screener, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>evaluation form and prepare feedback</p> <p>10.6. If the document is found annotated for Legitimation, logged out as “positive”.</p>			
	<p>11. Conduct CENOMAR Verification</p> <p>11.1. If passed, stamp “Parents with No Legal Impediment” and route to Annotation Archives/Unit.</p> <p>11.2. If failed, stamp “Parents with Legal Impediment” and prepare feedback</p> <p>11.3. If passed but with incomplete requirements, prepare feedback</p>	None	1 hour per batch of 10 documents	<p>Cenomarian, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Preparation and Tagging of Feedback Form	None	6 minutes per document.	<p>Feedback Clerk, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>13. Attaching of feedback form to documents.</p> <p>13.1. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor</p>

				Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	14. Encoding of Feedback form for sending to the concerned LCRO	None	1 hour per batch of 10 documents	COSW, Legal Instruments Unit, CRMD 8 th Floor CRS Building
	15. Sending of Status of processed documents to the concerned LCRO 15.1. Approved and Annotated CRDs 15.2. Documents with Feedback	None	1 hour per batch of 60 documents	Administrative Aide VI and COSW CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
ANNOTATION UNIT				
	16. Receipt and control of application forms (AFs) and supporting documents from Legal Instruments Unit 16.1. Check the AFs of transmitted documents vs. list of documents in the transmittal. 16.1.1. If the AF is not among the list in the transmittal, return to Legal Instruments Unit	None	10 minutes per batch of 10 AFs	Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City Supervisor Annotation Unit, CRMD, CRS Building, Quezon City Chief, CRMD,

	<p>16.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>16.2. Scan "In" the AFs through the Uncon/MV Processing.</p> <p>16.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			CRS Building, Quezon City
	17. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>18. Annotation of COLB in the CRS database</p> <p>18.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>18.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>18.1.2. If the record does not pass the</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>verification, issue feedback.</p> <p>18.1.3. If the document is already found annotated for legitimation, return to Legal Instruments Unit for logging out in the system.</p>			
	<p>19. Approval of Annotation</p> <p>19.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>19.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>19.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	<p>1 hour per 10 annotated documents approved</p>	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>20. Return all the approved/disapproved documents to Legal Instruments Unit for Document Preparation</p>	<p>None</p>		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS

11. Issuance of Premium Annotation requests: Copy Issuance of Birth, Marriage, Death Affecting Supplemental Report with One or Two Omitted Entries in CRS Central Outlet

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Supplemental Report (one original/photocopy certified by the concerned LCRO)	Local Civil Registry Office (LCRO) of the place of birth, marriage, and death
2. Supplemental Report (one photocopy certified by the concerned LCRO)	
3. Un-annotated Certificate of Live Birth/Marriage/Death (one photocopy certified by the concerned LCRO)	
4. Annotated Certificate of Live Birth/Marriage/Death effecting Supplemental Report (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
1. The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation under RA9048/ RA10172	<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City</p> <p>1.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>1.1.1. If the AF is not among the list in the transmittal, return to CRS Outlet</p> <p>1.1.2. If the AF is among the list in the transmittal, proceed to 2.</p>	<p>None</p> <p>Note: AF here is for request for copy issuance of Premium Annotated CRDs. Processing fee for copy issuance of the annotated COLB is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>	10 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Scans barcode for preparation and printing of transmittal thru RCC	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD</p>

				7 th Floor CRS Building
	3. Transmit the documents to RA9048/ RA10172 and Supplemental Report Unit	None.	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
RA9048, RA10172 AND SUPPLEMENTAL REPORT UNIT				
	<p>4. Receipt and Control of documents from DRCU</p> <p>4.2 Check the transmitted documents vs. transmittal.</p> <p>4.2.1 If the document is not among the list in the transmittal, return to DRCU.</p> <p>4.2.2 If the document is among the list in the</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental</p>

	transmittal, proceed to 5.			Report Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	Uncon/MV Controller RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	6. Match AFs with its supporting documents. 6.1. If document has no AF, return to DRCU for encoding.	None	5 minutes per batch of 10 AFs	Unisys Associate, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City Chief, CRMD,

				CRS Building, Quezon City
	<p>7. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>7.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on each page of the documents.</p> <p>7.2. If document did not pass verification, attach the blue stub, and indicate the feedback.</p>	None	30 minutes per batch of 10 documents.	<p>Specimen Signature Verifier RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>8.1. Check completeness and consistency of documents.</p> <p>8.2. Conduct of CRD/CDLI Search verification.</p> <p>8.3. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>8.4. If the affected CRD contained blurred/unreadable entries, route to Microfilm Archives (refer to page 7 of microfilm process) or to BMD Archives</p>	None	1 hour per batch of 15 documents.	<p>Screener, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>(refer to page 9 of BMD archives)</p> <p>8.5. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>8.6. If the document is found annotated for RA 9048/ RA 10172, logged out as “positive”.</p>			
	9. Preparation and Tagging of Feedback Form	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Attaching of feedback form to documents.</p> <p>10.1. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p>

				Chief, CRMD, CRS Building, Quezon City
	<p>11. Sending of Feedback</p> <p>11.1. Check transmittal vs. the documents.</p> <p>11.2. Scan the feedback form.</p> <p>11.3. Sort the documents by City/Municipality</p> <p>11.4. Email the feedback to concerned LCRO.</p>	None	2 hour and 30 minutes per batch of 15 documents.	<p>Administrative Assistant II, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>12. Receipt and control of application forms (AFs) and supporting documents from RA9048/RA10172 and Supplemental Report Unit.</p> <p>12.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>12.1.1. If the AF is not among the list in the transmittal, return to RA9048/RA10172 and Supplemental Report Unit</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>12.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>12.2. Scan “In” the AFs through the Uncon/MV Processing</p> <p>12.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			
	13. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	14. Create VEI records	None	1 hour per batch of 10 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	15. Annotation of COLB in the CRS database	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS</p>

	<p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>15.1.2. If the record does not pass the verification, issue feedback.</p> <p>15.1.3. If the document is already found annotated for RA908/RA10172, return to RA9048/RA10172 and Supplemental Unit for logging out in the system.</p>			<p>Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>16.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	17. Return all the approved/disapproved documents to RA9048/ RA10172 and Supplemental Report Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS</p>

				Building, Quezon City Supervisor Annotation Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
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The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS (CRS East Avenue Outlet)

11. Issuance of Regular Annotation requests: Copy Issuance of Birth, Marriage, Death Affecting Supplemental Report with One or Two Omitted Entries

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)

Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Supplemental Report (one original/photocopy certified by the concerned LCRO)	Local Civil Registry Office (LCRO) of the place of birth, marriage, and death
2. Supplemental Report (one photocopy certified by the concerned LCRO)	
3. Un-annotated Certificate of Live Birth/Marriage/Death (one photocopy certified by the concerned LCRO)	
4. Annotated Certificate of Live Birth/Marriage/Death effecting Supplemental Report (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
1. The regular annotation requests for Supplemental Report are received through: Courier. Monthly Submission. LCRCU; and CRS Outlets	1. Receipt and control of documents. 1.1. Check the document/parcel vs. transmittal. 1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU. 1.1.2. If the document/s are among the list in the transmittal, proceed to 2.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building

	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>3. Create VEI Record.</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p> <p>3.2. If Negative, create VEI record</p>	None	<p>1 hour per batch of 30 documents</p> <p>1 hour per batch of 29 documents</p>	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and</p>

				Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	4. Create Transaction for RA 9048 / RA10172 and Supplemental Report Regular Annotation Requests	None	1 hour per batch of 42 documents	Unisys Associate Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	5. Transmit the documents to RA9048/ RA10172 and Supplemental Report Unit	None	5 minutes per batch of 32 documents	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building

				Chief, CRMD 7 th Floor CRS Building
RA9048, RA10172 AND SUPPLEMENTAL REPORT UNIT				
	<p>6. Receipt and Control of documents from DRCU.</p> <p>6.1. Check the transmitted documents vs. transmittal.</p> <p>6.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>6.1.2. If the document is among the list in the transmittal, proceed to 5.</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD,</p>

				CRS Building, Quezon City
	<p>8. Match AFs with its supporting documents.</p> <p>8.1. If document has no AF, return to DRCU for encoding.</p>	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>9. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>9.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on each page of the documents.</p> <p>9.2. If document did not pass verification, attach the blue stub, and indicate the feedback.</p>	None	30 minutes per batch of 10 documents.	<p>Specimen Signature Verifier RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>10. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>10.1. Check completeness and consistency of documents.</p> <p>10.2. Conduct of CRD/CDLI Search verification.</p> <p>10.3. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>10.4. If the affected CRD contained blurred/unreadable entries, route to Microfilm Archives (refer to page 7 of microfilm process) or to BMD Archives (refer to page 9 of BMD archives)</p> <p>10.5. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>10.6. If the document is found annotated for Supplemental Report, logged out as "positive".</p>	None	1 hour per batch of 15 documents.	<p>Screener, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	11. Preparation and Tagging of Feedback Form	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental</p>

				<p>Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>12. Attaching of feedback form to documents.</p> <p>12.1. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>13. Sending of Feedback</p> <p>13.1. Check transmittal vs. the documents.</p> <p>13.2. Scan the feedback form.</p> <p>13.3. Sort the documents by City/Municipality</p> <p>13.4. Email the feedback to concerned LCRO.</p>	None	2 hour and 30 minutes per batch of 15 documents.	<p>Administrative Assistant II, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD,</p>

				CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
ANNOTATION UNIT				
	<p>14. Receipt and control of application forms (AFs) and supporting documents from RA9048/RA10172 and Supplemental Report Unit.</p> <p>14.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>14.1.1. If the AF is not among the list in the transmittal, return to RA9048/RA10172 and Supplemental Report Unit.</p> <p>14.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>14.2. Scan "In" the AFs through the Uncon/MV Processing</p> <p>14.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	15. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	Team Lead Annotation Unit, CRMD, CRS Building, Quezon City

				<p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	16. Create VEI records	None	1 hour per batch of 10 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>17. Annotation of COLB in the CRS database</p> <p>17.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>17.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>17.1.2. If the record does not pass the verification, issue feedback.</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	17.1.3. If the document is already found annotated for RA908/RA10172, return to RA9048/RA10172 and Supplemental Unit for logging out in the system.			
	<p>18. Approval of Annotation</p> <p>18.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>18.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>18.1.2. If failed, disapprove the annotation, and prepare feedback.</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	19. Return all the approved/disapproved documents to RA9048/ RA10172 and Supplemental Report Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>The following documents subject for annotations depending on the results of evaluation will be routed to the following:</p> <ul style="list-style-type: none"> Negative Record in the PSA database or for clear copy 				

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS

12. Issuance of Premium Annotation requests: Copy Issuance of Birth, Marriage, Death Affecting Supplemental Report with More than Two Omitted Entries in CRS Central Outlet

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from concerned LCR for supplemental report of more than two entries	Local Civil Registry Office of the place of vital event (birth, marriage, or death)
2. Letter of Approval of the Assistant National Statistician of Civil Registration Service on the request of the LCR for supplemental report of more than two entries	Office of the Assistant National Statistician Civil Registration Service 8 th Floor, CRS Building, East Avenue Quezon City
3. Affidavit of Supplemental Report (one original/photocopy certified by the concerned LCRO)	
4. Supplemental Report (one photocopy certified by the concerned LCRO)	

5. Un-annotated Certificate of Live Birth/Marriage/Death (one photocopy certified by the concerned LCRO)	
6. Annotated Certificate of Live Birth/Marriage/Death effecting Supplemental Report (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
1. The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation under RA9048/ RA10172	<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City</p> <p>1.3 Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>1.3.1 If the AF is not among the list in the transmittal, return to CRS Outlet</p> <p>1.3.2 If the AF is among the list in the transmittal, proceed to 2.</p>	<p>None</p> <p>Note: AF here is for request for copy issuance of Premium Annotated CRDs. Processing fee for copy issuance of the annotated COLB is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>	10 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Scans barcode for preparation and printing of transmittal thru RCC	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU)</p>

				<p>3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>3. Transmit the documents to RA9048/ RA10172 and Supplemental Report Unit</p>	None.	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
RA9048, RA10172 AND SUPPLEMENTAL REPORT UNIT				
	<p>4. Receipt and Control of documents from DRCU</p> <p>4.3 Check the transmitted documents vs. transmittal.</p> <p>4.3.1 If the document is not among the list in the transmittal, return to DRCU.</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor</p>

	4.3.2 If the document is among the list in the transmittal, proceed to 5.			<p>RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>6. Match AFs with its supporting documents.</p> <p>6.1. If document has no AF, return to DRCU for encoding.</p>	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p>

				Chief, CRMD, CRS Building, Quezon City
	<p>7. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>7.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on each page of the documents.</p> <p>7.2. If document did not pass verification, attach the blue stub, and indicate the feedback.</p>	None	30 minutes per batch of 10 documents.	<p>Specimen Signature Verifier RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>8.1. Check completeness and consistency of documents.</p> <p>8.2. Conduct of CRD/CDLI Search verification.</p> <p>8.3. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>8.4. If the affected CRD contained blurred/unreadable entries, route to Microfilm Archives (refer to page 7 of</p>	None	1 hour per batch of 15 documents.	<p>Screener, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>microfilm process) or to BMD Archives (refer to page 9 of BMD archives)</p> <p>8.5. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>8.6. If the document is found annotated for Supplemental Report, logged out as "positive".</p>			
	9. Preparation and Tagging of Feedback Form	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Attaching of feedback form to documents.</p> <p>10.1. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental</p>

				<p>Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>11. Sending of Feedback</p> <p>11.1. Check transmittal vs. the documents.</p> <p>11.2. Scan the feedback form.</p> <p>11.3. Sort the documents by City/Municipality</p> <p>11.4. Email the feedback to concerned LCRO.</p>	None	2 hour and 30 minutes per batch of 15 documents.	<p>Administrative Assistant II, RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>12. Receipt and control of application forms (AFs) and supporting documents from RA9048/RA10172 and Supplemental Report Unit.</p> <p>12.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>12.1.1. If the AF is not among the list in the transmittal,</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD,</p>

	<p>return to RA9048/RA10172 and Supplemental Report Unit.</p> <p>12.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>12.2. Scan “In” the AFs through the Uncon/MV Processing</p> <p>12.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			CRS Building, Quezon City
	13. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	14. Create VEI records	None	1 hour per batch of 10 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p>

				Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	<p>15. Annotation of COLB in the CRS database</p> <p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>15.1.2. If the record does not pass the verification, issue feedback.</p> <p>15.1.3. If the document is already found annotated for RA908/RA10172, return to RA9048/RA10172 and Supplemental Unit for logging out in the system.</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD,</p>

	Annotation System (EAS) 16.1.2. If failed, disapprove the annotation, and prepare feedback.	available in all CRS Outlets.		CRS Building, Quezon City
	17. Return all the approved/disapproved documents to RA9048/ RA10172 and Supplemental Report Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS

14. Issuance of Regular Annotation requests: Copy Issuance of Birth, Marriage, Death Affecting Supplemental Report with More than Two Omitted Entries

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from concerned LCR for supplemental report of more than two entries	Local Civil Registry Office of the place of vital event (birth, marriage, or death)
2. Affidavit of Supplemental Report (one original/photocopy certified by the concerned LCRO)	
3. Supplemental Report (one photocopy certified by the concerned LCRO)	
4. Un-annotated Certificate of Live Birth/Marriage/Death (one photocopy certified by the concerned LCRO)	
5. Annotated Certificate of Live Birth/Marriage/Death effecting Supplemental Report (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
1. The regular annotation requests for Supplemental Report are received through: Courier. Monthly Submission. LCRCU; and CRS Outlets	1. Receipt and control of documents. 1.1. Check the document/parcel vs. transmittal. 1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3 rd Floor CRS Building Supervisor

	1.1.2. If the document/s are among the list in the transmittal, proceed to 2.			<p>Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>3. Create VEI Record.</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p> <p>3.2. If Negative, create VEI record</p>	None	1 hour per batch of 30 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p>

			1 hour per batch of 29 documents	Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	4. Transmit the documents to the Office of the Civil Registrar General for evaluation and approval/disapproval of request.	None	5 minutes per batch of 32 documents	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
OFFICE OF THE CIVIL REGISTRAR GENERAL				
	5. CRG evaluates the request. 5.1. If approved, draft letter of approval. 5.1.1. Route the documents to DRCU for the creation of transaction.	None	3 days per document.	Registration Officer III, Civil Register Management Division, Chief, CRMD 7 th Floor CRS Building

	<p>5.1.2. Send the letter of approval to the concerned LCRO.</p> <p>5.2. If disapproved, draft letter of disapproval and send to concerned LCRO.</p>			<p>Administrative Assistant II, Office of the Assistant National Statistician, 8th Floor CRS Building</p> <p>Assistant National Statistician, Civil Registration Service, 8th Floor CRS Building</p>
DOCUMENT RECEIPT AND CONTROL UNIT				
	6. Create Transaction for RA 9048 / RA10172 and Supplemental Report Regular Annotation Requests	None	1 hour per batch of 42 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	7. Transmit the documents to RA9048/ RA10172 and Supplemental Report Unit	None	5 minutes per batch of 32 documents	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building

				<p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
RA9048, RA10172 AND SUPPLEMENTAL REPORT UNIT				
	<p>8. Receipt and Control of documents from DRCU.</p> <p>8.1. Check the transmitted documents vs. transmittal.</p> <p>8.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>8.1.2. If the document is among the list in the transmittal, proceed to 5.</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	9. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Uncon/MV Controller RA9048/RA1017 2 and Supplemental Report Unit, CRMD,</p>

				<p>CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Match AFs with its supporting documents.</p> <p>10.1. If document has no AF, return to DRCU for encoding.</p>	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>11. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>11.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on</p>	None	30 minutes per batch of 10 documents.	<p>Specimen Signature Verifier RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p>

	<p>each page of the documents.</p> <p>11.2. If document did not pass verification, attach the blue stub, and indicate the feedback.</p>			<p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>12. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>12.1. Check completeness and consistency of documents.</p> <p>12.2. Conduct of CRD/CDLI Search verification.</p> <p>12.3. If the document passed the screening processes, route to Annotation Archives/Unit.</p> <p>12.4. If CRD has blurred copy, route to Microfilm Archives (refer to page no. of microfilm process) or to BMD Archives (refer to page no. of BMD archives)</p> <p>12.5. If the document failed the screening, indicate the finding in the evaluation form and issue feedback.</p> <p>12.6. If the document is found annotated, logged out as "positive".</p>	None	1 hour per batch of 15 documents.	<p>Screener, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	13. Preparation and Tagging of Feedback Form	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>14. Attaching of feedback form to documents.</p> <p>14.1. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA1017 2 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	15. Sending of Feedback	None	2 hour and 30 minutes per	Administrative Assistant II,

	<p>15.1. Check transmittal vs. the documents.</p> <p>15.2. Scan the feedback form.</p> <p>15.3. Sort the documents by City/Municipality</p> <p>15.4. Email the feedback to concerned LCRO.</p>		batch of 15 documents.	<p>RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor RA9048/RA10172 and Supplemental Report Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>16. Receipt and control of application forms (AFs) and supporting documents from RA9048/RA10172 and Supplemental Report Unit.</p> <p>16.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>16.1.1. If the AF is not among the list in the transmittal, return to RA9048/RA10172 and Supplemental Report Unit.</p> <p>16.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>16.2. Scan “In” the AFs through the Uncon/MV Processing</p> <p>16.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			
	<p>17. Distribute Application Forms and the supporting documents to the Annotator for processing.</p>	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>18. Annotation of CRDs in the CRS database</p> <p>18.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>18.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>18.1.2. If the record does not pass the verification, issue feedback.</p> <p>18.1.3. If the document is already found annotated for RA908/RA10172,</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	return to RA9048/ RA10172 and Supplemental Unit for logging out in the system.			
	<p>19. Approval of Annotation</p> <p>19.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>19.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>19.1.2. If failed, disapprove the annotation, and prepare feedback.</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	20. Return all the approved/ disapproved documents to RA9048/ RA10172 and Supplemental Report Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>The following documents subject for annotations depending on the results of evaluation will be routed to the following:</p> <ul style="list-style-type: none"> Negative Record in the PSA database or for clear copy 				
	Unit/Archives	Coverage	Remarks	

Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS

15. Issuance of Premium Annotation Requests: Copy Issuance of Birth Document Effecting Republic Act No. 9255 under OCRG Administrative Order No. 1, Series of 2004 (Old Implementing Rules and Regulations) and OCRG Administrative Order No 1, Series of 2016 (Revised Implementing Rules and Regulations) in the CRS Central Outlet

RA 9255 is entitled an “Act Allowing Illegitimate Children to Use the Surname of their Father”. This law allows illegitimate children to use the surname of their father if they are recognized in their birth document or acknowledged in a separate public document or in a private handwritten instrument.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Affidavit to Use the Surname of the Father (AUSF) one photocopy certified by the concerned LCRO	Local Civil Registry Office (LCRO) of the place of birth
2. Certificate of Registration of the AUSF issued by the concerned LCRO (one original copy)	
3. Affidavit of Admission of Paternity (AAP) or public document or in a private handwritten instrument (one photocopy certified by the concerned LCRO)	
4. Certificate of Registration of the AAP issued by the concerned LCRO (one original copy)	
5. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	
6. Annotated Certificate of Live Birth effecting RA 9255 (one photocopy certified by the concerned LCRO)	
Other documents, if applicable	
7. Other requirements, if applicable <ul style="list-style-type: none"> a. Authentic writing and Certificate of Death/Report of Death/Judicial Declaration of Presumptive Death of the spouse (in absence of affidavit of admission of paternity of the deceased father) for Old IRR b. Private Handwritten instrument and Certificate of Death/Report of Death/Judicial Declaration of Presumptive Death of the spouse (in absence of affidavit of admission of paternity of the deceased father) for RIRR 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation under Republic Act No. 9255	1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City 1.1. Check the AFs of transmitted documents vs. list of documents in the transmittal 1.1.1. If the AF is not among the list in the transmittal, return to CRS Outlet	None Note: AF here is for request for copy issuance of Premium Annotated CRDs. Processing fee for copy issuance of the annotated COLB is being collected by the PSA CRS Outlet - East Avenue, Q.C.	10 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building

	1.1.2. If the AF is among the list in the transmittal, proceed to 2.			Chief, CRMD 7 th Floor CRS Building
	2. Scans barcode for preparation and printing of transmittal thru RCC	None	5 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	3. Transmit the documents to Legal Instruments Unit	None.	5 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and

				Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
LEGAL INSTRUMENTS UNIT				
	<p>4. Receipt and Control of documents from DRCU.</p> <p>4.1. Check the transmitted documents vs. transmittal.</p> <p>4.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>4.1.2. If the document is among the list in the transmittal, proceed to 5.</p>	None.	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Uncon/MV Controller, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD,</p>

				CRS Building, Quezon City
	<p>6. Match AFs with its supporting documents.</p> <p>6.1. If document has no AF, return to DRCU for encoding.</p>	None	5 minutes per batch of 10 AFs	Unisys Associate Legal Instruments Unit, CRMD, 8 th Floor CRS Building, Quezon City
	<p>7. Verify the specimen signature of the authorized LCRO signatory in the database</p> <p>7.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/ signature on each page of the documents</p> <p>7.2. If document did not pass verification, attach the blue stub and indicate the feedback</p>	None	30 minutes per batch of 10 sets of required documents.	<p>Specimen Signature Verifier, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>8.1. Check completeness and consistency of documents.</p> <p>8.2. Conduct of CRD/CDLI Search verification.</p> <p>8.3. If no issue or problem is found during screening, route the AFs with</p>	None	1 hour per batch of 10 sets of required documents.	<p>Screeners, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>the pertinent documents to Annotation Unit</p> <p>8.4. If the affected CRD contained blurred/unreadable entries, route to Microfilm Archives (refer to page 7 of microfilm process) or to BMD Archives (refer to page 9 of BMD archives)</p> <p>8.5. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>8.6. If the document is found annotated for RA 9255 or the child is already under the surname of the father, logged out as “positive”.</p>			
	<p>9. Preparation and Tagging of Feedback Form</p>	None	6 minutes per document.	<p>Feedback Clerk, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>10. Attaching of feedback form to documents.</p> <p>10.1. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>11. Encoding of Feedback form for sending to the concerned LCRO</p>	None	1 hour per batch of 10 documents	<p>COSW, Legal Instruments Unit, CRMD 8th Floor CRS Building</p>
	<p>12. Sending of Status of processed documents to the concerned LCRO</p> <p>12.1. Approved and Annotated CRDs</p> <p>12.2. Documents with Feedback</p>	None	1 hour per batch of 60 documents	<p>Administrative Aide VI and COSW CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>13. Receipt and control of application forms (AFs) and supporting</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS</p>

	<p>documents from Legal Instruments Unit</p> <p>13.1. Check the AFs of transmitted documents vs. list of documents in the transmittal</p> <p>13.1.1. If the AF is not among the list in the transmittal, return to Legal Instruments Unit</p> <p>13.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>13.2. Scan "In" the AFs through the Uncon/MV Processing</p> <p>13.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			<p>Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	14. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	15. Create VEI records	None	1 hour per batch of 10 documents	VEI Encoder Annotation Unit, CRMD, CRS

				<p>Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>16. Annotation of COLB in the CRS database</p> <p>16.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>16.1.1. If the record passed verification, annotate the image in the CRS database</p> <p>16.1.2. If the record does not pass the verification, issue a feedback.</p> <p>16.1.3. If the document is already found annotated for RA 9255, return to Legal Instruments Unit for logging out in the system.</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	17. Approval of Annotation	None	1 hour per 10 annotated	Approver Annotation Unit, CRMD, CRS

	<p>17.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>17.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>17.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	documents approved	<p>Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	18. Return all the approved/ disapproved documents to Legal Instruments Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process

Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS (CRS East Avenue Outlet)

13. Issuance of Regular Annotation Requests: Copy Issuance of Birth Document Effecting Republic Act No. 9255 under Administrative Order No. 1, Series of 2004 (Old Implementing Rules and Regulations) and Administrative Order No 1, Series of 2016 (Revised Implementing Rules and Regulations)

RA 9255 is entitled an “Act Allowing Illegitimate Children to Use the Surname of their Father”. This law allows illegitimate children to use the surname of their father if they are recognized in their birth document or acknowledged in a separate public document or in a private handwritten instrument.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit to Use the Surname of the Father (AUSF) one photocopy certified by the concerned LCRO/PFSP	Concerned Local Civil Registry Office (LCRO) or Philippine Foreign Service Post (PFSP)
2. Certificate of Registration of the AUSF issued by the concerned LCRO/PFSP (one original copy)	
3. Affidavit of Admission of Paternity (AAP) or public document or in a private handwritten instrument (one photocopy certified by the concerned LCRO)	
4. Certificate of Registration of the AAP issued by the concerned LCRO (one original copy)	
5. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	
6. Annotated Certificate of Live Birth effecting RA 9255 (one photocopy certified by the concerned LCRO)	
Other documents, if applicable	

7. Other requirements, if applicable	
7.1 Authentic writing and Certificate of Death/Report of Death/Judicial Declaration of Presumptive Death of the spouse (in absence of affidavit of admission of paternity of the deceased father) for Old IRR	
7.2 Private Handwritten instrument and Certificate of Death/Report of Death/Judicial Declaration of Presumptive Death of the spouse (in absence of affidavit of admission of paternity of the deceased father) for RIRR	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The regular annotation requests for Republic Act No. 9255 are received through: Courier. Monthly Submission. LCRCU; and CRS Outlets	<p>1. Receipt and control of documents.</p> <p>1.1. Check the document/parcel vs. transmittal.</p> <p>1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU.</p> <p>1.1.2. If the document/s are among the list in the transmittal, proceed to 2.</p>	None	1 hour per batch of 75 documents.	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>3. Create VEI Record</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p> <p>3.2. If Negative, create VEI record</p>	None	<p>1 hour per batch of 30 documents</p> <p>1 hour per batch of 29 documents</p>	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

	4. Create Transaction for Legitimation Regular Annotation Requests.	None	1 hour per batch of 42 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	5. Transmit the documents to Legal Instruments Unit	None	5 minutes per batch of 32 documents.	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
LEGAL INSTRUMENTS UNIT				
	6. Receipt and Control of documents from DRCU.	None.	10 minutes per batch of 10 AFs	Uncon/MV Controller

	<p>6.1. Check the transmitted documents vs. transmittal.</p> <p>6.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>6.1.2. If the document is among the list in the transmittal, proceed to 5.</p>			<p>Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Uncon/MV Controller, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Match AFs with its supporting documents.</p> <p>8.1. If document has no AF, return to DRCU for encoding.</p>	None	5 minutes per batch of 10 AFs	Unisys Associate Legal Instruments Unit, CRMD, 8 th Floor CRS Building, Quezon City
	9. Verify the specimen signature of the authorized LCRO signatory in the database.	None	30 minutes per batch of 10 documents.	Specimen Signature Verifier,

	<p>9.1. If documents passed specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature on each page of the documents.</p> <p>9.2. If document did not pass verification, attach the blue stub, and indicate the feedback</p>			<p>Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Conduct detailed screening and attach evaluation form to the supporting documents.</p> <p>10.1. Check completeness and consistency of documents.</p> <p>10.2. Conduct of CRD/CDLI Search verification.</p> <p>10.3. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>10.4. If the affected CRD contained blurred/unreadable entries, route to Microfilm Archives (refer to page 7 of microfilm process) or to BMD Archives (refer to page 9 of BMD archives)</p> <p>10.5. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p>	None	1 hour per batch of 10 documents.	<p>Screener, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	10.6. If the document is found annotated for RA 9255 or the child is already under the surname of the father, logged out as “positive”.			
	11. Preparation and Tagging of Feedback Form	None	6 minutes per document.	<p>Feedback Clerk, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>12. Attaching of feedback form to documents.</p> <p>12.1. Preparation of transmittal.</p>	None	6 minutes per document.	<p>Feedback Clerk, Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	13. Encoding of Feedback form for sending to the concerned LCRO	None	1 hour per batch of 10 documents	<p>COSW, Legal Instruments Unit, CRMD 8th Floor CRS Building</p>

	<p>14. Sending of Status of processed documents to the concerned LCRO</p> <p>14.1. Approved and Annotated CRDs</p> <p>14.2. Documents with Feedback</p>	None	1 hour per batch of 60 documents	<p>Administrative Aide VI and COSW CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>15. Receipt and control of application forms (AFs) and supporting documents from Legal Instruments Unit</p> <p>15.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>15.1.1. If the AF is not among the list in the transmittal, return to Legal Instruments Unit</p> <p>15.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>15.2. Scan "In" the AFs through the Uncon/MV Processing.</p> <p>15.3. Forward the documents to the</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	Team Lead for distribution to the Annotators.			
	16. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>17. Annotation of COLB in the CRS database</p> <p>17.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>17.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>17.1.2. If the record does not pass the verification, issue feedback.</p> <p>17.1.3. If the document is already found annotated for RA 9255, return to Legal Instruments Unit for logging out in the system.</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	18. Approval of Annotation	None	1 hour per 10 annotated	Approver Annotation Unit, CRMD, CRS

	<p>18.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>18.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>18.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	documents approved	<p>Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	19. Return all the approved/disapproved documents to Legal Instruments Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process

	Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
	Central Archives	1945-2022	Refer to Page 10 for the detailed process
<ul style="list-style-type: none"> For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process. 			
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS			

17. Issuance of Premium Annotation Requests: Copy Issuance of Birth Document Effecting Court Decision on Adoption in the CRS Central Outlet

Adoption is a juridical act, a proceeding in rem which creates between two persons a relationship similar to that which result from legitimate paternity and filiation (4 Valverde 473). It is a juridical act creating a relationship between two persons, whether related or not, whereby a person (adopted) is raised to the status of a legitimate child of the adopter.

Adoption in the Philippines is a process of granting social, emotional and legal family and kinship membership to an individual from the Philippines, usually a child. It involves a transfer of parental rights and obligations and provides family membership. The Department of Social Welfare and Development (DSWD) defines adoption as a “socio-legal process of giving a permanent family to a child whose parents have voluntarily given up their parental rights.”

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR CHILDREN BORN IN THE PHILIPPINES:	Local Civil Registry Office (LCRO) of the place of birth
1. Original or Certified True/Photocopy of the Court Decree of Adoption/Order.	
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decree of Adoption/Order.	
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court Decree of Adoption /Order issued by the civil registrar where the decision/order was registered.	
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decree of Adoption/Order issued by the Civil Registrar where the decision/order was registered.	
5. Certified True/Photocopy of the amended COLB (for adoption cases).	
6. Certified True/Photo copy of the civil registry document without annotation or COLB prior to adoption (for adoption cases).	
B. ADDITIONAL REQUIREMENTS FOR CHILDREN BORN ABROAD:	
1. Foreign documents registered in LCRO of Manila in case of Foreign Judgment of Adoption (with Certification if registered in Inter-Country Adoption Board)	
2. Adoptive parents shall accomplish Municipal Form 102.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation pursuant to a Court Decision	<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City</p> <p>1.1 Check the AFs of transmitted documents vs. list of documents in the transmittal</p> <p>1.1.1 If the AF is not among the list in the transmittal, return to CRS Outlet</p> <p>1.1.2 If the AF is among the list in the transmittal, proceed to 2.</p>	<p>None</p> <p>Note: AF here is for request for copy issuance of Premium Annotated CRDs. Processing fee for copy issuance of the annotated COLB is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>	10 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Scans barcode for preparation and printing of transmittal thru RCC	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU)</p>

				3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	3. Transmit the documents to Court Decree Unit	None.	5 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
COURT DECREE UNIT				
	4. Receipt and Control of documents from DRCU 4.4 Check the transmitted documents vs. transmittal. 4.4.1 If the document is not among the list in the transmittal, return to DRCU	None.	10 minutes per batch of 15 documents	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD,

	4.4.2 If the document is among the list in the transmittal, proceed to printing			CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	6. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City

	<p>7. Verify the specimen signature of the authorized LCRO signatory in the database</p> <p>7.1 If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature of the Authentication Officer on each page of the documents</p> <p>7.2 If document did not pass verification, attach the blue stub and indicate findings and feedback</p>	None	1 hour per batch of 18 documents	<p>Unisys Associate, Specimen Signature Verifier</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents</p> <p>8.1 If the document passed the screening and evaluation process, route to Annotation Archives/Unit for loading of the amended COLB in CRS database</p> <p>8.2 If the document failed the screening and evaluation procedure, indicate the findings in the evaluation form and issue appropriate feedback</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	8.3 If the document is found annotated, logged out as "positive".			
	9. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	10. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	<p>COSW Court Decree Unit, CRMD,</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	11. Receipt and control of application forms (AFs) and supporting	None	10 minutes per batch of 10 AFs	Uncon/MV Controller

	<p>documents from Court Decree Unit</p> <p>11.1 Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>11.1.1 If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>11.1.2 If the AF is among the list in the transmittal, proceed to the next step.</p> <p>11.2 Scan “In” the AFs through the Uncon/MV Processing</p> <p>11.3 Forward the documents to the Team Lead for distribution to the Annotators.</p>			<p>Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>12. Distribute Application Forms and the supporting documents to the Annotator for processing.</p>	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	13. Create VEI records	None	1 hour per batch of 5 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>14. Annotation of COLB in the CRS database</p> <p>14.1 Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>14.1.1 If the record passed verification, annotate the image in the CRS database</p> <p>14.1.2 If the record does not pass the verification, issue a feedback.</p> <p>14.1.3 If the amended COLB is already loaded in the CRS Database, route to Court</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	Decree Unit for logging out in the system			
	<p>15. Approval of Annotation</p> <p>15.1 Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>15.1.1 If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>15.1.2 If failed, disapprove the annotation, and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	<p>1 hour per 10 annotated documents approved</p>	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	16. Return all the approved/disapproved documents to Court Decree Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>The transaction may be routed to the following unit if the primary document (un-annotated) is negative in the CRS database or contains blurred/unreadable entries for rescanning.</p> <ul style="list-style-type: none"> Negative Record in the PSA database or for clear copy 				

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS

18. Issuance of Regular Annotation Requests: Copy Issuance of Birth Document Effecting Court Decision on Adoption

Adoption is a juridical act, a proceeding in rem which creates between two persons a relationship similar to that which result from legitimate paternity and filiation (4 Valverde 473). It is a juridical act creating a relationship between two persons, whether related or not, whereby a person (adopted) is raised to the status of a legitimate child of the adopter.

Adoption in the Philippines is a process of granting social, emotional and legal family and kinship membership to an individual from the Philippines, usually a child. It involves a transfer of parental rights and obligations and provides family membership. The Department of Social Welfare and Development (DSWD) defines adoption as a “socio-legal process of giving a permanent family to a child whose parents have voluntarily given up their parental rights.”

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR CHILDREN BORN IN THE PHILIPPINES:	Local Civil Registry Office (LCRO) of the place of birth
1. Original or Certified True/Photocopy of the Court Decree of Adoption/Order.	
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decree of Adoption/Order.	
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court Decree of Adoption /Order issued by the civil registrar where the decision/order was registered.	
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decree of Adoption/Order issued by the Civil Registrar where the decision/order was registered.	
5. Certified True/Photocopy of the amended COLB (for adoption cases).	

6. Certified True/Photocopy of the civil registry document without annotation or COLB prior to adoption (for adoption cases).	
B. ADDITIONAL REQUIREMENTS FOR CHILDREN BORN ABROAD:	
1. Foreign documents registered in LCRO of Manila in case of Foreign Judgment of Adoption (with Certification if registered in Inter-Country Adoption Board)	
2. Adoptive parents shall accomplish Municipal Form 102.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The regular annotation requests for adoption are received through: Courier, Monthly Submission, LCRCU, and CRS Outlets	1. Receipt and control of documents. 1.1. Check the document/parcel vs. transmittal. 1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU. 1.1.2. If the document/s are among the list in the transmittal, proceed to 2.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and

				<p>Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>3. Create VEI Record</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p> <p>3.2. If Negative, create VEI record</p>	None	<p>1 hour per batch of 30 documents</p> <p>1 hour per batch of 29 documents</p>	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	4. Create Transaction for Regular Requests for Adoption.	None	1 hour per batch of 42 documents	Unisys Associate Document Receipt and

				Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	5. Transmit the documents to Court Decree Unit	None.	5 minutes per batch of 32 documents.	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
COURT DECREE UNIT				
	6. Receipt and Control of documents from DRCU.	None.	10 minutes per batch of 15 documents	Unisys Associate, Uncon/MV Processing

	<p>6.1. Check the transmitted documents vs. transmittal.</p> <p>6.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>6.1.2. If the document is among the list in the transmittal, proceed to printing.</p>			<p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	8. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	9. Verify the specimen signature of the authorized LCRO signatory in the database.	None	1 hour per batch of 18 documents	<p>Unisys Associate, Specimen Signature Verifier</p>

	<p>9.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/ signature of the Authentication Officer on each page of the documents</p> <p>9.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.</p>			<p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>10.1. If the document passed the screening and evaluation process, route to Annotation Archives/Unit for loading of the amended COLB in CRS database.</p> <p>10.2. If the document failed the screening and evaluation procedure, indicate the findings in the evaluation form and issue appropriate feedback.</p> <p>10.3. If the document is found annotated, logged out as "positive".</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	11. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD,</p>

				CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	12. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	COSW Court Decree Unit, CRMD, Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
ANNOTATION UNIT				
	<p>13. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>13.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>13.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>13.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>13.2. Scan "In" the AFs through the Uncon/MV Processing</p> <p>13.3. Forward the documents to the Team</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	Lead for distribution to the Annotators.			
	14. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>15. Annotation of COLB in the CRS database</p> <p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification, annotate the image in the CRS database</p> <p>15.1.2. If the record does not pass the verification, issue a feedback.</p> <p>15.1.3. If the amended COLB is already loaded in the CRS Database, route to Court Decree Unit for logging out in the system</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and</p>	None	1 hour per 10 annotated documents approved	Approver Annotation Unit, CRMD, CRS Building, Quezon City

	<p>consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS)</p> <p>16.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>		<p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>17. Return all the approved/disapproved documents to Court Decree Unit for Document Preparation</p>	<p>None</p>		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The transaction may be routed to the following unit if the primary document (un-annotated) is negative in the CRS database or contains blurred/unreadable entries for rescanning.

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS

19. Issuance of Annotation Requests: Court Decrees that Need Verification on Authenticity with Regional Trial Courts

Pending processing for the annotation of civil registry document or in case of Adoption processing of the Amended COLB, further verification is made to selected provinces to verify the authenticity of the Court Decisions through the PSA Provincial Statistical Offices (PSOs).

Office or Division:	Civil Register Management Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen(G2C); Government –to- Government (G2G)
Who may avail:	All clients of legal age (18 years old and above)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COURT DECREES UNIT				
	1. Screen and separate Court Decree registered from provinces enlisted for further verification of the authenticity from Regional Trial Court (RTC)	None.	1 hour per batch of 12 AFs	<p>Screener Court Decrees Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Court Decrees Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	2. Screener forwards the documents to Uncon/MV Controller for preparation of feedback.		1 hour per batch of 12 AFs	<p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>3. Prepare a letter addressed to the PSA Provincial Statistics Office (PSO) to request verification from the Regional Trial Court.</p> <p>4. CD unit route the letter to Chief of CRMD for review and Countersign</p> <p>5. ANS of the CRS is to sign the letter</p>		<p>1 hour per 10 letters prepared</p> <p>Within 2 hours</p>	<p>COSW, Court Decrees Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Court Decrees Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p> <p>ANS, CRS</p>

				CRS Building, Quezon City
	6. Sort documents by place where the decision was executed for archiving		1 hour per batch of 100 documents	COSW, Court Decrees Unit, CRMD, CRS Building, Quezon City
	7. E-mail soft copy of signed letter to PSOs for compliance		5 minutes	
	8. Mailing of hard copy of the signed letter to PSOs for verification with the concerned RTC		variable	Supervisor Court Decrees Unit, CRMD, CRS Building, Quezon City
				Chief, CRMD, CRS Building, Quezon City
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 20 WORKING DAYS				
Note: The completion of the annotation process will depend on the compliance of RTC on the verification of Authenticity of the court decisions. Clients are provided with the contact number of Court Decrees Unit for follow ups.				

20. Issuance of Premium Annotation Requests: Copy Issuance of Birth, Marriage, and Death Documents Affected by Court Decrees Change Name/Correction of Entry/Cancellation in the CRS Central Outlet

A court decision declaring the change of name or correction of any entry in civil registry document, or
cancellation of its registration, rendered by the Regional Trial Court pursuant to Rule 103 and 108 of the Revised Rules of Court and other applicable laws.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
A. FOR CHILDREN BORN IN THE PHILIPPINES:	WHERE TO SECURE
1. Original or Certified True/Photocopy of the Court Decision/Order	Local Civil Registry Office (LCRO) of the place of birth
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decision/Order.	
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court. Decision/Order issued by the	

civil registrar where the decision/order was registered.	
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decision/Order issued by the Civil Registrar where the decision/order was registered.	
5. Annotated Certificate of Live Birth, effecting legitimation (one photocopy certified by the concerned LCRO)	
6. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation pursuant to a Court Decision	<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City.</p> <p>1.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>1.1.1. If the AF is not among the list in the transmittal, return to CRS Outlet.</p> <p>1.1.2. If the AF is among the list in the transmittal, proceed to 2.</p>	<p>None</p> <p>Note: AF here is for request for copy issuance of Premium Annotated CRDs. Processing fee for copy issuance of the annotated COLB is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>	<p>10 minutes per batch of 10 AFs</p>	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Scans barcode for preparation and printing of transmittal thru RCC.	None	5 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU)

				<p>3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	3. Transmit the documents to Court Decree Unit	None.	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
COURT DECREES UNIT				
	<p>4. Receipt and Control of documents from DRCU.</p> <p>4.1. Check the transmitted documents vs. transmittal.</p> <p>4.1.1. If the document is not among the list in the transmittal, return to DRCU.</p>	None.	10 minutes per batch of 15 documents	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p>

	4.1.2. If the document is among the list in the transmittal, proceed to printing.			Chief, CRMD, CRS Building, Quezon City
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	6. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	7. Verify the specimen signature of the authorized LCRO signatory in the database. 7.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/ signature of the Authentication Officer on each	None	1 hour per batch of 18 documents	Unisys Associate, Specimen Signature Verifier Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City

	page of the documents. 7.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.			
	<p>8. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>8.1. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>8.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>8.3. If the document is found annotated for Change of Name/ Cancellation/ Correction, logged out as "positive".</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	9. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	10. Scanning and Sending of Feedback through e-	None	1 hour per batch of 12 AFs	COSW Court Decree Unit, CRMD,

	mail to the concerned RSSO, CSS and C/MCR			Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
ANNOTATION UNIT				
	<p>11. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>11.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>11.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>11.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>11.2. Scan "In" the AFs through the Uncon/MV Processing.</p> <p>11.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	7. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor</p>

				<p>Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	8. Create VEI records	None	1 hour per batch of 5 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>9. Annotation of COLB in the CRS database</p> <p>9.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>9.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>9.1.2. If the record does not pass the verification, issue feedback.</p> <p>9.1.3. If the annotated CRDs is already loaded in the CRS Database, route to Court Decree Unit for</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	logging out in the system.			
	<p>10. Approval of Annotation</p> <p>10.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>10.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>10.1.2. If failed, disapprove the annotation, and prepare feedback.</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	<p>1 hour per 10 annotated documents approved</p>	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	11. Return all the approved/disapproved documents to Court Decree Unit for Document Preparation.	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS (CRS East Avenue Outlet)

21. Issuance of Regular Annotation Requests: Copy Issuance of Birth, Marriage, and Death Documents Affected by Court Decrees Change Name/Correction of Entry/Cancellation in the CRS Central Outlet

A court decision declaring the change of name or correction of any entry in civil registry document, or cancellation of its registration, rendered by the Regional Trial Court pursuant to Rule 103 and 108 of the Revised Rules of Court and other applicable laws.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR CHILDREN BORN IN THE PHILIPPINES:	Local Civil Registry Office (LCRO) of the place of birth
1. Original or Certified True/Photocopy of the Court Decision/Order	
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decision/Order.	
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court. Decision/Order issued by the civil registrar where the decision/order was registered.	
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decision/Order issued by the Civil Registrar where the decision/order was registered.	
5. Annotated Certificate of Live Birth, effecting legitimation (one photocopy certified by the concerned LCRO)	
6. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The regular annotation requests for Change of Name/Correction of Entry/Cancellation are received through: Courier. Monthly Submission. LCRCU; and CRS Outlets	<p>1. Receipt and control of documents.</p> <p>1.1. Check the document/parcel vs. transmittal.</p> <p>1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU.</p> <p>1.1.2. If the document/s are among the list in the transmittal, proceed to 2.</p>	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD</p>

				7 th Floor CRS Building
	<p>3. Create VEI Record</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p> <p>3.2. If Negative, create VEI record</p>	None	<p>1 hour per batch of 30 documents</p> <p>1 hour per batch of 29 documents</p>	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	4. Create Transaction for Change of Name/Correction of Entry/Cancellation for Regular Annotation Requests	None	1 hour per batch of 42 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	5. Transmit the documents to Court Decree Unit	None	5 minutes per batch of 32 documents	Unisys Associate, Document Receipt and Control Unit (DRCU)

				<p>3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
COURT DECREES UNIT				
6. Receipt and Control of documents from DRCU.	None.	10 minutes per batch of 15 documents	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>	
6.1. Check the transmitted documents vs. transmittal.				
6.1.1. If the document is not among the list in the transmittal, return to DRCU.				
6.1.2. If the document is among the list in the transmittal, proceed to printing.				
7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p>	

				Chief, CRMD, CRS Building, Quezon City
	8. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	9. Verify the specimen signature of the authorized LCRO signatory in the database. 9.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/ signature of the Authentication Officer on each page of the documents. 9.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.	None	1 hour per batch of 18 documents	Unisys Associate, Specimen Signature Verifier Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	10. Conduct detailed screening and evaluation with attached	None	1 hour per batch of 3 AFs	Registration Officer II and Registration Officer I

	<p>evaluation form to the supporting documents.</p> <p>10.1. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>10.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>10.3. If the document is found annotated Change of Name/ Correction/ Cancellation, logged out as “positive”.</p>			<p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>11. Preparation and Tagging of Feedback Form</p>	<p>None</p>	<p>1 hour per batch of 12 AFs</p>	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>12. Scanning and Sending of Feedback through e-mail to the</p>	<p>None</p>	<p>1 hour per batch of 12 AFs</p>	<p>COSW Court Decree Unit, CRMD,</p> <p>Supervisor</p>

	concerned RSSO, CSS and C/MCR			Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
ANNOTATION UNIT				
	<p>13. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>13.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>13.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>13.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>13.2. Scan "In" the AFs through the Uncon/MV Processing.</p> <p>13.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

<p>14. Distribute Application Forms and the supporting documents to the Annotator for processing.</p>	<p>None</p>	<p>5 minutes</p>	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>15. Annotation of COLB in the CRS database</p> <p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>15.1.2. If the record does not pass the verification, issue feedback.</p> <p>15.1.3. If the annotated CRDs is already loaded in the CRS Database,</p>	<p>None</p>	<p>1 hour per batch of 10 documents</p>	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	route to Court Decree Unit for logging out in the system			
	<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>16.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	<p>1 hour per 10 annotated documents approved</p>	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	17. Return all the approved/disapproved documents to Court Decree Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS

22. Issuance of Premium Annotation Requests: Copy Issuance of Marriage Documents Affected by Court Decrees on Declaration of Nullity, Presumptive Death, Annulment, Among Others in the CRS Central Outlet

Another service catered by PSA is the annotation of the Certificate of Marriage (COM) pursuant to the court decision declaring the nullity of marriage, presumptive Death of spouse or annulment as rendered by the Regional Trial Court (RTC).

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR EVENTS OCCURRED IN THE IN THE PHILIPPINES:	Local Civil Registry Office (LCRO) of the place of birth
1. Original or Certified True/Photocopy of the Court Decree.	
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decree.	
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court Decree issued by the civil registrar where the decision/order was registered.	
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decree issued by the Civil Registrar where the decision/order was registered.	

5. Annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)	
6. Un-annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation pursuant to a Court Decision	<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City.</p> <p>1.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>1.1.1. If the AF is not among the list in the transmittal, return to CRS Outlet.</p> <p>1.1.2. If the AF is among the list in the transmittal, proceed to 2.</p>	<p>None</p> <p>Note: AF here is for request for copy issuance of Premium Annotated COM. Processing fee for copy issuance of the annotated COM is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>	<p>10 minutes per batch of 10 AFs</p>	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Scans barcode for preparation and printing of transmittal thru RCC.	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU)</p>

				3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	3. Transmit the documents to Court Decree Unit	None.	5 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
COURT DECREES UNIT				
	4. Receipt and Control of documents from DRCU. 4.1. Check the transmitted documents vs. transmittal. 4.1.1. If the document is not among the list in the transmittal, return to DRCU. 4.1.2. If the document is among the list in the transmittal, proceed to printing.	None.	10 minutes per batch of 15 documents	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City

	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	6. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>7. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>7.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature of the Authentication Officer on each page of the documents.</p>	None	1 hour per batch of 18 documents	<p>Unisys Associate, Specimen Signature Verifier</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	7.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.			
	<p>8. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>8.1. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>8.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>8.3. If the document is found annotated for Declaration of Nullity/ Presumptive Death/ Annulment, logged out as "positive"</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	9. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	10. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	COSW Court Decree Unit, CRMD,

				<p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>11. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>11.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>11.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>11.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>11.2. Scan "In" the AFs through the Uncon/MV Processing.</p> <p>11.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor</p>

				<p>Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	13. Create VEI records	None	1 hour per batch of 5 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>14. Annotation of COLB in the CRS database</p> <p>14.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>14.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>14.1.2. If the record does not pass the verification, issue feedback.</p> <p>14.1.3. If the annotated COM is already loaded in the CRS Database, route to Court Decree Unit for</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	logging out in the system.			
	<p>15. Approval of Annotation</p> <p>15.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>15.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>15.1.2. If failed, disapprove the annotation, and prepare feedback.</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	<p>1 hour per 10 annotated documents approved</p>	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	16. Return all the approved/disapproved documents to Court Decree Unit for Document Preparation.	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS (CRS East Avenue Outlet)

23. Issuance of Regular Annotation Requests: Copy Issuance of Marriage Documents Affected by Court Decrees on Declaration of Nullity, Presumptive Death, Annulment, Among Others

Another service catered by PSA is the annotation of the Certificate of Marriage (COM) pursuant to the court decision declaring the nullity of marriage, presumptive Death of spouse or annulment as rendered by the Regional Trial Court (RTC).

Office or Division:	Civil Register Management Division		
Classification:	Complex		
Type of Transaction:	Government-to-Citizen(G2C)		
Who may avail:	All clients of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. FOR EVENTS OCCURRED IN THE IN THE PHILIPPINES:		Local Civil Registry Office (LCRO) of the place of birth	
1. Original or Certified True/Photocopy of the Court Decree.			
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decree.			
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court Decree issued by the civil registrar where the decision/order was registered.			
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decree issued by the Civil Registrar where the decision/order was registered.			
5. Annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)			
6. Un-annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The regular annotation requests for Declaration	1. Receipt and control of documents.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit

of Nullity, Presumptive Death, Annulment, among others are received through: Courier, Monthly Submission, LCRCU, and CRS Outlets	<p>1.1. Check the document/parcel vs. transmittal.</p> <p>1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU.</p> <p>1.1.2. If the document/s are among the list in the transmittal, proceed to 2.</p>			<p>(DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>3. Create VEI Record</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p>	None	1 hour per batch of 30 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU)</p>

	3.2. If Negative, create VEI record		1 hour per batch of 29 documents	<p>3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	4. Create Transaction for Declaration of Nullity, Presumptive Death, Annulment, among others for Regular Annotation Requests	None	1 hour per batch of 42 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	5. Transmit the documents to Court Decree Unit	None	5 minutes per batch of 32 documents	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p>

				Chief, CRMD 7 th Floor CRS Building
COURT DECREES UNIT				
	<p>6. Receipt and Control of documents from DRCU.</p> <p>6.1. Check the transmitted documents vs. transmittal.</p> <p>6.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>6.1.2. If the document is among the list in the transmittal, proceed to printing.</p>	None.	10 minutes per batch of 15 documents	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	8. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>9. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>9.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/ signature of the Authentication Officer on each page of the documents.</p> <p>9.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.</p>	None	1 hour per batch of 18 documents	<p>Unisys Associate, Specimen Signature Verifier</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>10.1. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>10.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>10.3. If the document is found annotated for Declaration of Nullity/ Presumptive Death/ Annulment,</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	logged out as "positive"			
	11. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	<p>COSW Court Decree Unit, CRMD,</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>13. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>13.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>13.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>13.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>13.2. Scan “In” the AFs through the Uncon/MV Processing.</p> <p>13.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			
	<p>14. Distribute Application Forms and the supporting documents to the Annotator for processing.</p>	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>15. Annotation of COLB in the CRS database</p> <p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>15.1.2. If the record does not pass the verification, issue feedback.</p> <p>15.1.3. If the annotated COM is already loaded in the</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	CRS Database, route to Court Decree Unit for logging out in the system			
	<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>16.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	<p>1 hour per 10 annotated documents approved</p>	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	17. Return all the approved/disapproved documents to Court Decree Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process

Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS

24. Issuance of Premium Annotation Requests: Copy Issuance of Marriage Documents Affected by Court Decrees on Recognition of Foreign Divorce in CRS Central Outlet

A court decision recognizing the foreign divorce rendered by the Regional Trial Court.

Office or Division:		Civil Register Management Division		
Classification:		Complex		
Type of Transaction:		Government-to-Citizen(G2C)		
Who may avail:		All clients of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR EVENTS OCCURRED IN THE IN THE PHILIPPINES:		Local Civil Registry Office (LCRO) of the place of birth		
1. Original or Certified True/Photocopy of the Court Decree.				
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decree.				
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court Decree issued by the civil registrar where the decision/order was registered.				
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decree issued by the Civil Registrar where the decision/order was registered.				
5. Annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)				
6. Un-annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)				
OTHER REQUIREMENTS				
Foreign documents registered in the LCRO of Manila.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The Liaison officer of the CRS Central Outlet Transmits	1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS	None Note: AF here is for request for copy	10 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building

the request for Premium Annotation pursuant to a Court Decision	<p>Outlet - East Avenue, Quezon City.</p> <p>1.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>1.1.1. If the AF is not among the list in the transmittal, return to CRS Outlet.</p> <p>1.1.2. If the AF is among the list in the transmittal, proceed to 2.</p>	<p>issuance of Premium Annotated COM. Processing fee for copy issuance of the annotated COM is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>		<p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Scans barcode for preparation and printing of transmittal thru RCC.	None	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	3. Transmit the documents to Court Decree Unit	None.	5 minutes per batch of 10 AFs	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III</p>

				Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
COURT DECREES UNIT				
	<p>4. Receipt and Control of documents from DRCU.</p> <p>4.1. Check the transmitted documents vs. transmittal.</p> <p>4.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>4.1.2. If the document is among the list in the transmittal, proceed to printing.</p>	None.	10 minutes per batch of 15 documents	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	6. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing

				<p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>7. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>7.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature of the Authentication Officer on each page of the documents.</p> <p>7.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.</p>	None	1 hour per batch of 18 documents	<p>Unisys Associate, Specimen Signature Verifier</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>8. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>8.1. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD,</p>

	<p>8.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>8.3. If the document is found annotated for Foreign Divorce, logged out as "positive".</p>			CRS Building, Quezon City
	9. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	10. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	<p>COSW Court Decree Unit, CRMD,</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>11. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>11.1. Check the AFs of transmitted</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor</p>

	<p>documents vs. list of documents in the transmittal.</p> <p>11.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>11.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>11.2. Scan “In” the AFs through the Uncon/MV Processing.</p> <p>11.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			<p>Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Distribute Application Forms and the supporting documents to the Annotator for processing.	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	13. Create VEI records	None	1 hour per batch of 5 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p>

				Chief, CRMD, CRS Building, Quezon City
	<p>14. Annotation of COLB in the CRS database</p> <p>14.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>14.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>14.1.2. If the record does not pass the verification, issue feedback.</p> <p>14.1.3. If the annotated COM is already loaded in the CRS Database, route to Court Decree Unit for logging out in the system.</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>15. Approval of Annotation</p> <p>15.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>15.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	15.1.2. If failed, disapprove the annotation, and prepare feedback.	in all CRS Outlets.		
	16. Return all the approved/disapproved documents to Court Decree Unit for Document Preparation.	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS (CRS East Avenue Outlet)

25. Issuance of Regular Annotation Requests: Copy Issuance of Marriage Documents Affected by Court Decrees on Recognition of Foreign Divorce in CRS Central Outlet

A court decision recognizing the foreign divorce rendered by the Regional Trial Court.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)

Who may avail:	All clients of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR EVENTS OCCURRED IN THE IN THE PHILIPPINES:		Local Civil Registry Office (LCRO) of the place of birth
1. Original or Certified True/Photocopy of the Court Decree.		
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decree.		
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court Decree issued by the civil registrar where the decision/order was registered.		
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decree issued by the Civil Registrar where the decision/order was registered.		
5. Annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)		
6. Un-annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)		
OTHER REQUIREMENTS		
Foreign documents registered in the LCRO of Manila.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The regular annotation requests for Recognition of Foreign Divorce are received through: Courier. Monthly Submission. LCRCU; and CRS Outlets	1. Receipt and control of documents. 1.1. Check the document/parcel vs. transmittal. 1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU. 1.1.2. If the document/s are among the list in the transmittal, proceed to 2.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building

				Chief, CRMD 7 th Floor CRS Building
	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	3. Create VEI Record 3.1. Search VEI record, if positive proceed to step 4. 3.2. If Negative, create VEI record	None	1 hour per batch of 30 documents 1 hour per batch of 29 documents	Unisys Associate Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU)

				3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	4. Create Transaction for Recognition of Foreign Divorce for Regular Annotation Requests	None	1 hour per batch of 42 documents	Unisys Associate Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	5. Transmit the documents to Court Decree Unit	None	5 minutes per batch of 32 documents	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building

				Chief, CRMD 7 th Floor CRS Building
COURT DECREES UNIT				
6. Receipt and Control of documents from DRCU.	None.	10 minutes per batch of 15 documents	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City	
6.1. Check the transmitted documents vs. transmittal.				
6.1.1. If the document is not among the list in the transmittal, return to DRCU.				
6.1.2. If the document is among the list in the transmittal, proceed to printing.				
7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City	
8. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing	

			<p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>9. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>9.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/ signature of the Authentication Officer on each page of the documents.</p> <p>9.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.</p>	None	1 hour per batch of 18 documents	<p>Unisys Associate, Specimen Signature Verifier</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>10. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>10.1. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>10.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>10.3. If the document is found annotated for Foreign Divorce, logged out as "positive".</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD,</p>

				CRS Building, Quezon City
	11. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	<p>COSW Court Decree Unit, CRMD,</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>13. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>13.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>13.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS</p>

<p>13.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>13.2. Scan “In” the AFs through the Uncon/MV Processing.</p> <p>13.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			<p>Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>14. Distribute Application Forms and the supporting documents to the Annotator for processing.</p>	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>15. Annotation of COLB in the CRS database</p> <p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>15.1.2. If the record does not pass the verification, issue feedback.</p> <p>15.1.3. If the annotated COM is already loaded in the CRS Database, route to Court Decree Unit for logging out in the system</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>16.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	<p>1 hour per 10 annotated documents approved</p>	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>17. Return all the approved/ disapproved documents to Court Decree Unit for Document Preparation</p>	<p>None</p>		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process

Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process
<ul style="list-style-type: none"> For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process. 		
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS		

26. Issuance of Premium Annotation Requests: Copy Issuance of Civil Registry Documents Affected by Sharia Courts Decision on Divorce in CRS Central Outlet

A court decision on Divorce obtained through Shari'ah Court.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR EVENTS OCCURRED IN THE IN THE PHILIPPINES:	Local Civil Registry Office (LCRO) of the place of birth
1. Original or Certified True/Photocopy of the Court Decree.	
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decree.	
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court Decree issued by the civil registrar where the decision/order was registered.	
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decree issued by the Civil Registrar where the decision/order was registered.	
5. Annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)	
6. Un-annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)	
OTHER REQUIREMENTS	
1. Certificate of Divorce	
2. Conversion to Islam of the husband	
3. Conversion to Islam of the wife	
4. Joint Affidavit of Ratification	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				

<p>The Liaison officer of the CRS Central Outlet Transmits the request for Premium Annotation pursuant to a Court Decision</p>	<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the PSA CRS Outlet - East Avenue, Quezon City.</p> <p>1.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>1.1.1. If the AF is not among the list in the transmittal, return to CRS Outlet.</p> <p>1.1.2. If the AF is among the list in the transmittal, proceed to 2.</p>	<p>None</p> <p>Note: AF here is for request for copy issuance of Premium Annotated COM. Processing fee for copy issuance of the annotated COM is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>	<p>10 minutes per batch of 10 AFs</p>	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>2. Scans barcode for preparation and printing of transmittal thru RCC.</p>	<p>None</p>	<p>5 minutes per batch of 10 AFs</p>	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p>

				Chief, CRMD 7 th Floor CRS Building
	3. Transmit the documents to Court Decree Unit	None.	5 minutes per batch of 10 AFs	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
COURT DECREES UNIT				
	4. Receipt and Control of documents from DRCU. 4.1. Check the transmitted documents vs. transmittal. 4.1.1. If the document is not among the list in the transmittal, return to DRCU.	None.	10 minutes per batch of 15 documents	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD,

	4.1.2. If the document is among the list in the transmittal, proceed to printing.			CRS Building, Quezon City
	5. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	6. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	Unisys Associate, Uncon/MV Processing Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	7. Verify the specimen signature of the authorized LCRO signatory in the database. 7.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/ signature of the Authentication Officer on each	None	1 hour per batch of 18 documents	Unisys Associate, Specimen Signature Verifier Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City

	<p>page of the documents.</p> <p>7.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.</p>			
	<p>8. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>8.1. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>8.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>8.3. If the document is found annotated Sharia Courts Decision on Divorce, logged out as "positive".</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>9. Preparation and Tagging of Feedback Form</p>	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	10. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	<p>COSW Court Decree Unit, CRMD,</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>11. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>11.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>11.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>11.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>11.2. Scan "In" the AFs through the Uncon/MV Processing.</p> <p>11.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Distribute Application Forms and the supporting documents	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p>

	to the Annotator for processing.			<p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	13. Create VEI records	None	1 hour per batch of 5 documents	<p>VEI Encoder (Unisys Associate) Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>14. Annotation of COLB in the CRS database</p> <p>14.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>14.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>14.1.2. If the record does not pass the verification, issue feedback.</p> <p>14.1.3. If the annotated COM is already loaded in the CRS Database,</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	route to Court Decree Unit for logging out in the system.			
	<p>15. Approval of Annotation</p> <p>15.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>15.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>15.1.2. If failed, disapprove the annotation, and prepare feedback.</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	<p>1 hour per 10 annotated documents approved</p>	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	16. Return all the approved/disapproved documents to Court Decree Unit for Document Preparation.	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

The following documents subject for annotations depending on the results of evaluation will be routed to the following:

- Negative Record in the PSA database or for clear copy

Unit/Archives	Coverage	Remarks
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process

Central Archives	1945-2022	Refer to Page 10 for the detailed process
<ul style="list-style-type: none"> For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process. 		
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 5 WORKING DAYS (CRS East Avenue Outlet)		

27. Issuance of Regular Annotation Requests: Copy Issuance of Civil Registry Documents Affected by Sharia Courts Decision on Divorce

A court decision on Divorce obtained through Shari'ah Court.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR EVENTS OCCURRED IN THE IN THE PHILIPPINES:	Local Civil Registry Office (LCRO) of the place of birth
1. Original or Certified True/Photocopy of the Court Decree.	
2. Original or Certified True/Photocopy of the Certificate of Finality of Court Decree.	
3. Original or Certified True/Photocopy of the Certificate of Registration of the Court Decree issued by the civil registrar where the decision/order was registered.	
4. Original or Certified True/Photocopy of the Certificate of Authenticity of the Court Decree issued by the Civil Registrar where the decision/order was registered.	
5. Annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)	
6. Un-annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)	
OTHER REQUIREMENTS	
1. Certificate of Divorce 2. Conversion to Islam of the husband 3. Conversion to Islam of the wife 4. Joint Affidavit of Ratification	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				

<p>The regular annotation requests for Shari'a Court Decision on Divorce are received through: Courier. Monthly Submission. LCRCU; and CRS Outlets</p>	<p>1. Receipt and control of documents.</p> <p>1.1. Check the document/parcel vs. transmittal.</p> <p>1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU.</p> <p>1.1.2. If the document/s are among the list in the transmittal, proceed to 2.</p>	<p>None</p>	<p>1 hour per batch of 75 documents.</p>	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>2. Encode document through RCC and printing of transmittal.</p>	<p>None</p>	<p>1 hour per batch of 75 documents.</p>	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

	<p>3. Create VEI Record</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p> <p>3.2. If Negative, create VEI record</p>	None	<p>1 hour per batch of 30 documents</p> <p>1 hour per batch of 29 documents</p>	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	4. Create Transaction for Shari'a Court Decision on Divorce for Regular Annotation Requests	None	1 hour per batch of 42 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	5. Transmit the documents to Court Decree Unit	None	5 minutes per batch of 32 documents	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building

				<p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
COURT DECREES UNIT				
	<p>6. Receipt and Control of documents from DRCU.</p> <p>6.1. Check the transmitted documents vs. transmittal.</p> <p>6.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>6.1.2. If the document is among the list in the transmittal, proceed to printing.</p>	None.	10 minutes per batch of 15 documents	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>8. Match AFs with its supporting documents</p>	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>9. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>9.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature of the Authentication Officer on each page of the documents.</p> <p>9.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.</p>	None	1 hour per batch of 18 documents	<p>Unisys Associate, Specimen Signature Verifier</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>10.1. If no issue or problem is found during screening,</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD,</p>

	<p>route the AFs with the pertinent documents to Annotation Unit</p> <p>10.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>10.3. If the document is found annotated Sharia Courts Decision on Divorce, logged out as "positive".</p>			<p>CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	11. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	<p>COSW Court Decree Unit, CRMD,</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				

	<p>13. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>13.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>13.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>13.1.2. If the AF is among the list in the transmittal, proceed to the next step.</p> <p>13.2. Scan “In” the AFs through the Uncon/MV Processing.</p> <p>13.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>14. Distribute Application Forms and the supporting documents to the Annotator for processing.</p>	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>15. Annotation of COLB in the CRS database</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p>

	<p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>15.1.2. If the record does not pass the verification, issue feedback.</p> <p>15.1.3. If the annotated COM is already loaded in the CRS Database, route to Court Decree Unit for logging out in the system</p>			<p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>16.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	17. Return all the approved/ disapproved documents to Court Decree Unit for Document Preparation	None		Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City Supervisor Annotation Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City															
The following documents subject for annotations depending on the results of evaluation will be routed to the following:																			
<ul style="list-style-type: none">Negative Record in the PSA database or for clear copy																			
<table><tr><th>Unit/Archives</th><th>Coverage</th><th>Remarks</th></tr><tr><td>Document Processing Unit-</td><td>Current Year (ex. 2023)</td><td>Refer to Page 9 for the detailed process</td></tr><tr><td>Birth/Death/Marriage Archives</td><td>Past 2 Year (2021-2022)</td><td>Refer to Page 9 for the detailed process</td></tr><tr><td>Microfilm Unit</td><td>1945-1994</td><td>Refer to Page 7 for the detailed process</td></tr><tr><td>Central Archives</td><td>1945-2022</td><td>Refer to Page 10 for the detailed process</td></tr></table>					Unit/Archives	Coverage	Remarks	Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process	Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process	Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process	Central Archives	1945-2022	Refer to Page 10 for the detailed process
Unit/Archives	Coverage	Remarks																	
Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process																	
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<ul style="list-style-type: none">For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.																			
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS																			

28. Issuance of Annotation Requests: Copy Issuance of Certificate of Marriage Affected by Dissolution of Marriage of Indigenous Peoples

Civil registration system for members of the Indigenous Peoples is governed by OCRG Administrative Order No. 1, Series of 2004 in accordance with Republic Act No. 8371 otherwise known as "The Indigenous Peoples' Rights Act of 1997". A Certificate of Dissolution of Marriage is a registrable document and is affected by means of annotation in Certificate of Marriage of parties whose marriage was solemnized under RA 8371.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Certificate of Registration of Dissolution of Marriage issued by the concerned LCRO/PFSF (one original copy)	Local Civil Registry Office (LCRO) of the place of Marriage
2. Certification issued by NCIP (National Commission of Indigenous people) that the tribal marriage is hereby dissolved (one photocopy certified by the concerned LCRO)	
3. Certification issued by the Tribal Chieftain of the Ethnic Group where the couples belong, certifying that the tribe have exhausted all possible means of reconciliation between the spouses but failed.	
4. Un-annotated Certificate of Marriage (one photocopy certified by the concerned LCRO)	
5. Annotated Certificate of Marriage effecting Dissolution of Marriage (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
The regular annotation requests for Certificate of Marriage Affected by Dissolution of Marriage of Indigenous Peoples: Courier, Monthly Submission, LCRCU, and CRS Outlets	<p>1. Receipt and control of documents.</p> <p>1.1. Check the document/parcel vs. transmittal.</p> <p>1.1.1. If the document / parcel is not among the list in the transmittal, inform the Central Outlet / LCRCU.</p> <p>1.1.2. If the document/s are among the list in the transmittal, proceed to 2.</p>	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) and Document Processing Unit (DPU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>3. Create VEI Record</p> <p>3.1. Search VEI record, if positive proceed to step 4.</p> <p>3.2. If Negative, create VEI record</p>	None	<p>1 hour per batch of 30 documents</p> <p>1 hour per batch of 29 documents</p>	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD</p>

				7 th Floor CRS Building
	4. Create Transaction for Declaration of Nullity, Presumptive Death, Annulment, among others for Regular Annotation Requests	None	1 hour per batch of 42 documents	<p>Unisys Associate Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	5. Transmit the documents to Court Decree Unit	None	5 minutes per batch of 32 documents	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

COURT DECREES UNIT				
	<p>6. Receipt and Control of documents from DRCU.</p> <p>6.1. Check the transmitted documents vs. transmittal.</p> <p>6.1.1. If the document is not among the list in the transmittal, return to DRCU.</p> <p>6.1.2. If the document is among the list in the transmittal, proceed to printing.</p>	None.	10 minutes per batch of 15 documents	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	7. Printing and Sorting of AFs	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	8. Match AFs with its supporting documents	None	3 minutes per batch of 10 AFs	<p>Unisys Associate, Uncon/MV Processing</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>9. Verify the specimen signature of the authorized LCRO signatory in the database.</p> <p>9.1. If documents passed the specimen signature verification, stamp "Verified by" and date of verification and affix initial/signature of the Authentication Officer on each page of the documents.</p> <p>9.2. If document did not pass verification, attach the blue stub, and indicate findings and feedback.</p>	None	1 hour per batch of 18 documents	<p>Unisys Associate, Specimen Signature Verifier</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>10. Conduct detailed screening and evaluation with attached evaluation form to the supporting documents.</p> <p>10.1. If no issue or problem is found during screening, route the AFs with the pertinent documents to Annotation Unit</p> <p>10.2. If an issue or problem is found during screening, indicate the finding in the evaluation form and prepare feedback</p> <p>10.3. If the document is found annotated</p>	None	1 hour per batch of 3 AFs	<p>Registration Officer II and Registration Officer I</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	Dissolution of Marriage of Indigenous Peoples, logged out as “positive”.			
	11. Preparation and Tagging of Feedback Form	None	1 hour per batch of 12 AFs	<p>Unisys Associate, Feedback Clerk</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	12. Scanning and Sending of Feedback through e-mail to the concerned RSSO, CSS and C/MCR	None	1 hour per batch of 12 AFs	<p>COSW Court Decree Unit, CRMD,</p> <p>Supervisor Court Decree Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
ANNOTATION UNIT				
	<p>13. Receipt and control of application forms (AFs) and supporting documents from Court Decree Unit</p> <p>13.1. Check the AFs of transmitted documents vs. list of documents in the transmittal.</p> <p>13.1.1. If the AF is not among the list in the transmittal, return to Court Decree Unit</p> <p>13.1.2. If the AF is among the list in the transmittal,</p>	None	10 minutes per batch of 10 AFs	<p>Uncon/MV Controller Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>proceed to the next step.</p> <p>13.2. Scan “In” the AFs through the Uncon/MV Processing.</p> <p>13.3. Forward the documents to the Team Lead for distribution to the Annotators.</p>			
	<p>14. Distribute Application Forms and the supporting documents to the Annotator for processing.</p>	None	5 minutes	<p>Team Lead Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>15. Annotation of COLB in the CRS database</p> <p>15.1. Countercheck the completeness of the requirements and consistency of entries versus the data in the image/record in CRS database.</p> <p>15.1.1. If the record passed verification, annotate the image in the CRS database.</p> <p>15.1.2. If the record does not pass the verification, issue feedback.</p>	None	1 hour per batch of 10 documents	<p>Annotator Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	15.1.3. If the annotated COM is already loaded in the CRS Database, route to Court Decree Unit for logging out in the system			
	<p>16. Approval of Annotation</p> <p>16.1. Review the completeness of the requirements and consistencies of entries of the supporting documents as well as the annotation.</p> <p>16.1.1. If passed, approve the annotation in the Electronic Annotation System (EAS).</p> <p>16.1.2. If failed, disapprove the annotation, and prepare feedback</p>	<p>None</p> <p>Note: Once the document has been approved, copy issuance is available in all CRS Outlets.</p>	1 hour per 10 annotated documents approved	<p>Approver Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	17. Return all the approved/ disapproved documents to Court Decree Unit for Document Preparation	None		<p>Uncon/MV Controller, Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Annotation Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
<p>The following documents subject for annotations depending on the results of evaluation will be routed to the following:</p> <ul style="list-style-type: none">Negative Record in the PSA database or for clear copy				
Unit/Archives		Coverage	Remarks	

Document Processing Unit-	Current Year (ex. 2023)	Refer to Page 9 for the detailed process
Birth/Death/Marriage Archives	Past 2 Year (2021-2022)	Refer to Page 9 for the detailed process
Microfilm Unit	1945-1994	Refer to Page 7 for the detailed process
Central Archives	1945-2022	Refer to Page 10 for the detailed process

- For BReN-linking/BReN-unlinking and Cancellation of an Erroneous Annotations in the Database- AFs are routed to PMU, refer to Page 252 for ECF process and page 259 for Bren-linking/unlinking on the detailed process.

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS

29. Processing of Renunciation Requests (PSA CRS Outlet -East Avenue ONLY)

Renunciation is the voluntary act of an individual relinquishing Philippine Citizenship manifested by swearing to an oath. These are filed at the Philippine Foreign Service Post (PFSP) and transmitted to the PSA through the Department of Foreign Affairs (DFA). Request for certified photocopies of the Renunciation are catered at PSA CRS Outlet in East Avenue only.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certification of Renunciation of Philippine Citizenship	Department of Foreign Affairs (DFA)
2. List of individuals with dispatch number	
3. Oath of renunciation, attached photocopy of cancelled Philippine Passport	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MICROFILM UNIT				
Client requests a Certified Photocopies of attachments at	1. Print and Sort AF by date of release, type of	None Note: Processing fee for copy issuance of the PSA copy of the	1 hour per batch of 500 Application Forms	Librarian (Associate) Microfilm Unit

CRS Central Outlet	document, by year, province, and municipality	Certificate of Renunciation is being collected by the PSA CRS Outlet - East Avenue, Q.C.		Supervisor Microfilm Unit Chief, CRMD CRS Building, Quezon City
	2. Prepare transmittal of AFs and route to Legal Instruments Unit	None	5 minutes per request	Team Lead (Associate) Microfilm Unit Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
LEGAL INSTRUMENTS UNIT				
	3. Receipt and "Scan In" the AF from Microfilm Unit	None.	1 minute per request	Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	4. Retrieve the set of documents from archives	None	3 days	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD,

				CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	5. Photocopy the set of documents	None	5 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	6. Stamp the photocopied document with "Certified True Copy".		2 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	7. Prepare transmittal and transmit the documents to the Authorize Signatory		5 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor

				Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	8. Sign the documents and forward the documents the Releasing of the CRS Central Outlet		1 day	Registration Officer III and Registration Officer II CRS, CRMD
	9. Logged out as "completed" in the system		1 minute	Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

30. Processing of Administrative Naturalization (PSA CRS Outlet – East Avenue ONLY)

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Naturalization	Department of Foreign Affairs (DFA) Special Committee on Naturalization (SCN) Bureau of Immigration (BI)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MICROFILM UNIT				
Client requests a Certified Photocopies of attachments at CRS Central Outlet	1. Print and Sort AF by date of release, type of document, by year, province, and municipality	None Note: Processing fee for copy issuance of the PSA copy of the Certificate of Renunciation is being collected by the PSA CRS Outlet - East Avenue, Q.C.	1 hour per batch of 500 Application Forms	Librarian (Associate) Microfilm Unit Supervisor Microfilm Unit Chief, CRMD CRS Building, Quezon City
	2. Prepare transmittal of AFs and route to Legal Instruments Unit	None	5 minutes per request	Team Lead (Associate) Microfilm Unit Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
LEGAL INSTRUMENTS UNIT				
	10. Receipt and "Scan In" the AF from Microfilm Unit	None.	1 minute per request	Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD,

				CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	11. Retrieve the set of documents from archives	None	3 days	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	12. Photocopy the set of documents	None	5 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	13. Stamp the photocopied document with "Certified True Copy".		2 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor

				Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	14. Prepare transmittal and transmit the documents to the Authorize Signatory		5 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	15. Sign the documents and forward the documents the Releasing of the CRS Central Outlet		1 day	Registration Officer III and Registration Officer II CRS, CRMD
	16. Logged out as "completed" in the system		1 minute	Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD,

				CRS Building, Quezon City
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

31. Processing of Option to Elect Philippine Citizenship (PSA CRS Outlet -East Avenue ONLY)

It is a statement that allows the child (those who were born before January 17, 1973, of Filipino mothers and of alien fathers) to choose or elect Philippine Citizenship upon reaching the majority. It is signed and sworn to by the party concerned before any officer authorized to administer oaths and shall be filed with the nearest Local Civil Registry Office. The said party shall accompany the aforesaid statement with the oath of allegiance to the Constitution and Government of the Philippines (Sec. 1 CA No. 625)

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Election of Philippine Citizenship (one photocopy certified by the concerned LCRO)	Concerned Local Civil Registry Office (LCRO)
2. Certificate of the Election of Philippine Citizenship (one original copy)	
3. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	
4. Oath of Allegiance (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MICROFILM UNIT				
Client requests a Certified Photocopies of attachments at CRS Central Outlet	1. Print and Sort AF by date of release, type of document, by year, province,	None Note: Processing fee for copy issuance of the PSA copy of the Certificate of	1 hour per batch of 500 Application Forms	Librarian (Associate) Microfilm Unit Supervisor Microfilm Unit

	and municipality	Renunciation is being collected by the PSA CRS Outlet - East Avenue, Q.C.		Chief, CRMD CRS Building, Quezon City
	2. Prepare transmittal of AFs and route to Legal Instruments Unit	None	5 minutes per request	Team Lead (Associate) Microfilm Unit Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
LEGAL INSTRUMENTS UNIT				
	3. Receipt and "Scan In" the AF from Microfilm Unit	None.	1 minute per request	Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	4. Retrieve the set of documents from archives	None	3 days	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City

				Chief, CRMD, CRS Building, Quezon City
	5. Photocopy the set of documents	None	5 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	6. Stamp the photocopied document with “Certified True Copy”.		2 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	7. Prepare transmittal and transmit the documents to the Authorize Signatory		5 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD,

				CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	8. Sign the documents and forward the documents the Releasing of the CRS Central Outlet		1 day	Registration Officer III and Registration Officer II CRS, CRMD
	9. Logged out as "completed" in the system		1 minute	Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

32. Processing of Pre-Nuptial Agreement/Marriage Settlement and any modification thereof (PSA CRS Outlet -East Avenue ONLY)

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Affidavit of Election of Philippine Citizenship (one photocopy certified by the concerned LCRO)	Concerned Local Civil Registry Office (LCRO)
2. Certificate of the Election of Philippine Citizenship (one original copy)	
3. Un-annotated Certificate of Live Birth (one photocopy certified by the concerned LCRO)	
4. Oath of Allegiance (one photocopy certified by the concerned LCRO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MICROFILM UNIT				
Client requests a Certified Photocopies of attachments at CRS Central Outlet	1. Print and Sort AF by date of release, type of document, by year, province, and municipality	None Note: Processing fee for copy issuance of the PSA copy of the Certificate of Renunciation is being collected by the PSA CRS Outlet - East Avenue, Q.C.	1 hour per batch of 500 Application Forms	Librarian (Associate) Microfilm Unit Supervisor Microfilm Unit Chief, CRMD CRS Building, Quezon City
	2. Prepare transmittal of AFs and route to Legal Instruments Unit	None	5 minutes per request	Team Lead (Associate) Microfilm Unit Registration Officer II Supervisor, Microfilm Unit Chief, CRMD CRS Building, Quezon City
LEGAL INSTRUMENTS UNIT				

	3. Receipt and "Scan In" the AF from Microfilm Unit	None.	1 minute per request	<p>Uncon/MV Controller Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	4. Retrieve the set of documents from archives	None	3 days	<p>COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	5. Photocopy the set of documents	None	5 minutes	<p>COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD,</p>

				CRS Building, Quezon City
	6. Stamp the photocopied document with "Certified True Copy".		2 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	7. Prepare transmittal and transmit the documents to the Authorize Signatory		5 minutes	COSW Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
	8. Sign the documents and forward the documents the Releasing of the CRS Central Outlet		1 day	Registration Officer III and Registration Officer II CRS, CRMD
	9. Logged out as "completed"		1 minute	Uncon/MV Controller

	in the system			Legal Instruments Unit, CRMD, CRS Building, Quezon City Supervisor Legal Instruments Unit, CRMD, CRS Building, Quezon City Chief, CRMD, CRS Building, Quezon City
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

33. Processing of Reconstruction of Civil Registry Documents

Reconstruction is the process wherein the local civil registrars may request certified true copies of civil registry records from the Civil Registrar General (CRG) files to reconstruct burned or destroyed civil registry records (Rule 16 of Administrative Order No. 1, Series of 1993).

Office or Division:	Civil Register Management Division	
Classification:	Simple (Approval of Request only)	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	Local Government Units (LGU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal		
Letter/email request from the concerned LGU/LCRO requesting for reconstruction process		From the concerned LGU/LCRO
Payment of Php5.00 per copy for regular reconstruction and Free of Charge for reconstruction during national/local calamity		
Representative		
2 or more Local Civil Registry Office (LCRO) personnel, civil registrar or staff		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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DOCUMENT RECEIPT AND CONTROL UNIT

1. Request for Reconstruction of Civil Registry Documents	1. Receipt and control of documents.	None	5 minutes per document	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	2. Encode document through RCC and printing of transmittal.	None	1 hour per batch of 75 documents.	<p>Unisys Associate and COSW, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>

	<p>3. Transmit the letter to office of the ANS</p> <p>3.1 Route the letter to Microfilm Unit</p>	None	5 minutes per batch of 32 documents	<p>Unisys Associate, Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Supervisor Registration Officer III Document Receipt and Control Unit (DRCU) 3rd Floor CRS Building</p> <p>Administrative Assistant II 8TH Floor CRS Building</p> <p>Supervisor Registration Officer II Microfilm Unit, 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
MICROFILM UNIT				
1. LGU/LCRO sends letter request to avail of reconstruction process at PSA	1. Receipt and control of letter request	None	5 minutes per letter request	<p>Receipt & Control Staff</p> <p>Registration Officer II, Supervisor, Microfilm Unit, 6th Flr. CRS Bldg.</p> <p>Chief, CRMD</p>
	<p>2. Schedule the conduct of reconstruction process</p> <p>3. Draft the reply to the letter request indicating the schedule of reconstruction.</p>	None	30 minutes per letter request	

	4. Affix the initials in the draft letter			7 th Flr., CRS Building, Quezon City
	5. Review the letter and affix initials	None	Within 15 minutes per letter request	ANS, CRS
	6. Review and sign the reply letter	None	Within 30 minutes per letter request	8 th Flr., CRS Building, Quezon City
	7. Send the reply thru email, if available,	None	5 minutes per letter request	
	8. Send hard copy via ordinary mailing thru PhilPost	None	30 minutes per letter request	CRS and GSD Personnel
CENTRAL ARCHIVES				
1. LCRO personnel proceed to CRMD-Central Archives to conduct reconstruction	9. Provide the folders with the years and type of documents for reconstruction to the LCRO personnel (Central Archives)	None	15 minutes	Supervisor, Central Archives Chief, CRMD 7 th Flr., CRS Building, Quezon City
2. LCRO personnel photocopy the documents for reconstruction and return the same to the Archive Supervisor	10. Receipt and control of folders	None	5 minutes per folder	Central Archives Staff, Supervisor, Central Archives
	11. Count the number of documents/records reconstructed	None	1 minute per 60 records	Chief, CRMD 7 th Flr., CRS Building, Quezon City
3. LCRO get a copy of the total number of the reconstructed civil registry documents	12. Prepare a billing statement of reconstruction of civil registry document	None	20 minutes	Supervisor, Microfilm Unit Chief, CRMD 7 th Flr., CRS Building, Quezon City
4. LCRO pay the amount of reconstructed documents	13. Issues the Official Receipt and Certificate of Appearance to the LCRO personnel	None	10 minutes	Admin Staff-Office of Assistant National

				<p>Statistician (ANS)</p> <p>Assistant National Statistician 8th Floor CRS Building</p>
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34. Processing of Erroneous Annotations under Exception Correction Form (ECF)

Documents that undergo correction using the Exception Correction Form (ECF) are those records which are already annotated and loaded in the Civil Registry System (CRS) database under the following conditions:

- Record contains erroneous annotations,
- Record contains blurred and/or unreadable entries (for replacement),
- Additional annotations required,
- Document used for annotations are not the proper documents.

The annotated record in the database needs to be replaced to ensure that the proper documents will be issued to the clients. Sources of such requests for ECF are from walk-in clients which were previously issued an annotated document in security paper (SECPA). Other sources are emails/communications received from PSA-RSSO, PSA-PSO, Local Civil Registrars, and general public.

Public:

Office or Division:	Civil Register Management Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
From Walk-in Clients:	
1) Annotated document in SECPA containing the erroneous entry	
2) Original copy of the Official Receipt issued to the client	
Request through Email/Letters from PSA-RSSO, PSA-PSO, the Local Civil Registrars, and clients	
<ul style="list-style-type: none">Letter request containing the information of the entries to be corrected in the annotated document done by PSA	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CRS Serbilis Outlet receive the requirements for processing and schedule return of the client for release of the document	1.1. Receipt and control of Civil Registry documents (for ECF from other Archives/Unit, through email (from Outlets and clients), letters	None	day 1 5 minutes	Uncon/MV Operator Production and Maintenance Unit (PMU)

requested at the Outlet	and walk-ins through the Public Assistance and Complaint Desk)			6 th Floor CRS Building
	1.2. The designated authorize personnel evaluates the annotated and un-annotated CRDs with the supporting documents	None	3 hours per batch of 25 documents	Registration Officer II and COSW Production and Maintenance Unit (PMU) 6 th Floor CRS Building
	1.3. Prepare the transmittal and the Exception Correction Form for signature of Project Director/ANS	None		COSW, Production and Maintenance Unit (PMU) 6 th Floor CRS Building
	1.4. Send email to Unisys administrator the list documents for ECF for approval and implementation	None		Supervisor Registration Officer III, Production and Maintenance Unit (PMU) 6 th Floor CRS Building
	1.5. Approved ECF will be routed to the concerned unit for re-processing of the documents	None	30 minutes	PMU Controller
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

35. Correction of erroneous indices through Production Vital Event Maintenance (Prod-VE)

Production Vital Event Maintenance (ProdVE) is the process of correcting an erroneous index in the CRS database. The sources of corrections are from the reports submitted electronically by the CRS outlets (through F6).

Office or Division:	Civil Register Management Division
Classification:	Simple

Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	All clients of legal age (18 yrs. old and above)		
CHECKLIST REQUIREMENTS	OF	WHERE TO SECURE	
Report from the Outlet regarding correction of index of particular birth, marriage, or death		PSA Serbilis Outlet	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. PSA Civil Registry System Outlets submit/report Index correction for ProdVE maintenance (F6).</p> <p>Other sources are from the Helpdesk, PBO, SBO, emails from clients and PSA Field Personnel/ Officials</p>	1.1. Receipt and control of documents for Index correction (ProdVE) maintenance at Production and Maintenance Unit (PMU)	None	10 minutes per batch of 20 documents	<p>Assistant Supervisor, Registration Officer II PMU, CRMD 6th Floor CRS Building</p> <p>Administrative Assistant II, PMU, CRMD 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building Quezon City</p>

	<p>1.2.ProdVe approver review and evaluate submitted documents for index correction</p> <p>a. Verify information of the documents using the CRD/CDLI Search.</p> <p>b. Match the documents from CRD/CDLI Search and evaluate if the index matches with the information on the document. If not proceed to F6 (These are the corrections that can be done under F6: names, date of birth, place of birth, and gender) and prepare the required correction on the index based on the image.</p> <p>c. Approve index correction and submit</p> <p>d. Validate the index if correction has been done and updated</p> <p>e. Validate also the BreN if updated.</p> <p>f. Notify the concern Outlets and other sources that ProdVE has been done and updated thru Helpdesk</p> <p>1.3.Index is mis-matched with the image loaded in the CRS database.</p> <p>3.1 Verify the document in the CRD/CDLI Search for validation, if mis-</p>	None	1 hour per batch of 20 documents	<p>Assistant Supervisor, Registration Officer II PMU, CRMD 6th Floor CRS Building</p> <p>Administrative Assistant II, PMU, CRMD 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building Quezon City</p>
			Within 2 days	

	matched with the index			
	3.2 Retrieve the documents at the central archive for re scanning at the PMU			
	3.3 Pull out document from central archive, performs data entry and scan		1 hour per batch of 20 documents	
	3.4 Verify the copy of the documents scanned and loaded in the CRS database and performs the index correction			
	3.5 Submit and approve ProdVE then validates the updated index and BreN.			
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: Within the day				
Note: Except for cases that requires manual retrieval of the original document at the Central Archives for evaluation purposes (within 3 days)				

36. Bren-linking and Unlinking of Double or Multiple Registrations in the PSA CRS Database

Brenlinking is a process of linking two (2) or more vital event records of a person in the CRS database. This consequently allows the issuance of the valid record if a person who has double or multiple registrations or whose record has been annotated or updated.

Unlinking also is possible if there are changes in the records through court decisions or with valid proof that the BREN-linked records belong to different persons.

Office or Division:	Civil Register Management Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report from the Outlet (weekly or monthly) for Brenlinking/unlinking	PSA CRS Outlet

Report from the walk-in clients at the Outlets	Walk-in Clients
Report for evaluation of Brenlinking or unlinking through emails and communications	Official PSA Website
Supporting documents for evaluation (any of the following)	
• Baptismal Certificates	
• Voter's affidavit	
• GSIS/SSS/Insurance Records	
• Medical Records	
• School/Business Records	
• Driver's License	
• Civil Registry Records of Ascendants/Land Titles/Certificate of Land Transfers	
• Government Issued Valid Identification Cards	
• NBI/Police Clearance	
• Others	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ol style="list-style-type: none"> PSA outlets submit list of double/multiple registration report thru emails/couriers and CRS Help Desk System PMU print submitted list of double/multiple registrations from the different PSA Outlets via email 	None	15 minutes per batch of 22 documents	<p>Assistant Supervisor, Registration Officer III</p> <p>Administrative Assistant VI, Brenlinking Group</p> <p>Supervisor Registration Officer III PMU</p> <p>Chief, CRMD 7thCRS Building Quezon City</p>

	3. Transmit printed copies of the double/multiple registration to the Brenlinking Group for verification and evaluation	None	5 minutes	<p>COSW Controller,</p> <p>Administrative Assistant VI, Brenlinking Group</p> <p>Supervisor Registration Officer III PMU</p> <p>Chief, CRMD 7th Floor CRS Building Quezon City</p>
	4. Receipt of the printed copies of list of double/multiple registration	None	5 minutes	<p>Associates Brenlinking Group 5th Floor CRS Building</p> <p>Administrative Assistant VI, Brenlinking Group 5th Floor CRS Building</p> <p>Supervisor Registration Officer III PMU, CRMD 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building Quezon City</p>
	<p>5. Verify and evaluate records for possible Brenlinking/Unlinking thru CICA query</p> <p>a. If found records to have multiple registration, the first or earlier date of</p>	None	1 hour per batch of 22 documents	<p>Associates Brenlinking Group 5th Floor CRS Building</p> <p>Administrative Assistant</p>

	<p>registration shall prevail and Brenlink the multiple records</p> <p>b. If found records of two different person based on CRD/CDLI Search and has presented proof of requirements submitted, unlinked the records</p> <p>c. If Brenlinking group, found records in the database that cannot be determine for brenlinking/ unlinking, Guidelines for Brenlinking/ Unlinking of two or more civil registry documents shall be followed.</p>			<p>VI, Brenlinking Group 5th Floor CRS Building</p> <p>Supervisor Registration Officer III PMU, CRMD 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building Quezon City</p>
	6. Documents found blurred/ unreadable entries in the database shall be requested for pullout in the central archives for validation of the entries (refer to page 10 of the Central Archives process)	None	Within 2 days	<p>Manual verifier, Central Archive</p> <p>Admin Aide VI Central Archives</p>
	7. File the listed submitted double/multiple registration and proof of requirements for future reference.	None	5 minutes	<p>Associates Brenlinking Group 5th Floor CRS Building</p> <p>Administrative Assistant VI, Brenlinking Group 5th Floor CRS Building</p> <p>Supervisor Registration Officer III PMU, CRMD</p>

				6 th Floor CRS Building Chief, CRMD 7 th Floor CRS Building Quezon City
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: Within the day (with copy issuance requests ‘ posted thru Helpdesk)				
5 WORKING DAYS (regular list of double/multi report)				

37. Processing of Request for Endorsement (Foreign Documents)

Request for copy issuance of Report of Birth/Marriage/Death certificates yield negative results of verification in the CRS database and in the archives of the PSA. The client has already reported the said birth/marriage/death to the Philippine Foreign Post Service (PFSP).

Office or Division:	Civil Register Management Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen (G2C), Government-to-Government (G2G)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PSA Negative Certification of the Report of Birth (ROB)/Report of Marriage (ROM)/Report of Death (ROD)	PSA
2. Xerox copy of the ROB/ROD/ROM (Optional)	Personal copy
3. Dispatch Reference Number (Optional)	DFA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT PROCESSING UNIT				
1. Client submits the requirements to Public Assistance Complaint Desk (PACD).	1. Receipt and control of the request together with the requirements from PACD.	None	30 minutes	Administrative Assistant II, 3 rd Floor, Document Processing Unit (DPU)
2. PACD receive request from the client for assistance in the securing copy	2. Manual verification from Central Archives.		4 hours (including travel time)	Supervisor, Registration Officer III,
	3. If found positive, retrieve the			

issuance of ROB/ROD/ROM	document and forward to PMU for scanning, (refer to page 11 of PMU Process)		10 minutes	3 rd Floor, Document Processing Unit (DPU) Chief, CRMD, 7 th Floor CRS Building, Quezon City
3. PACD forward the request together with the requirements to the Document Processing Unit (DPU) for processing.	4. If found negative, prepare letter request of endorsement to the DFA Consular Office Records Division for them to endorse said document to PSA.			
4. PACD provide the client telephone number of DPU for follow-up.				
	5. Route letter request of endorsement to Division Chief for review and initials.	None	5 minutes	Administrative Assistant II, 3 rd Floor, Document Processing Unit (DPU) Supervisor, Registration Officer III, 3 rd Floor, Document Processing Unit (DPU) Chief, CRMD, 7 th Floor CRS Building, Quezon City
	6. Division Chief route letter to Assistant National Statistician (ANS) – Head of Service for signature	None	3 minutes	Division Chief CRMD 7 th Floor, CRS Building Assistant National Statistician, CRS 8 th Floor, CRS Building
	7. Prepare the request letter of endorsement ready for pick up by DFA personnel.	None	5 minutes	Administrative Assistant II, 8 th Floor, Office of the Assistant National

	8. DFA personnel pick up the letter.			Statistician (OANS) Supervisor, 8 th Floor, Office of the Assistant National Statistician (OANS)
PROCESSING TIME: 20 working days (feedback on status for those no received actions yet from DFA and PFSP) Upon receipt of the endorsed document from DFA, PSA will process for possible scanning and loading in the CRS database. The number of processing days will depend on the number of days the Philippine Foreign Service Post (PFSPs) and DFA complied with the requirements.				

38. Processing of Request for Endorsement (Local Documents)

PSA request for endorsement for copies of Birth/Marriage/Death certificates resulting to Negative verification and/or with blurred or unreadable entries in the CRS database and in the archives.

Office or Division:	Civil Register Management Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen (G2C), Government-to-Government (G2G)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> PSA Negative Certification of Birth/Marriage / Death Certificate Xerox copy of the Birth/Marriage/ Death Certificate (Optional) 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
1. Client submits the requirements to Public Assistance Complaint Desk (PACD).	1. Receipt and control of the request together with the requirements from PACD.	None	30 minutes	Administrative Assistant II, 3 rd Floor, Document

<p>2. PACD receive request from the client for assistance in the securing copy issuance of COLB/COD/COM</p> <p>3. PACD forward the request together with the requirements to the Document Receipt and Control Unit (DRCU) for processing.</p> <p>4. PACD provide the client telephone number of QVU for follow-up.</p>	<p>2. Create transaction for COLB/COD/COM.</p> <p>3. Printed application forms to the concerned unit (DPU, BMD, and Microfilm unit).</p> <p>4. Route application form to Central Archives for manual verification.</p> <p>4.1. If found positive but still blurred, issue feedback.</p> <p>4.2. If found negative, issue feedback.</p>		<p>Five (5) hours (including travel time)</p>	<p>Processing Unit (DPU)</p> <p>Supervisor, Registration Officer III, 3rd Floor, Document Processing Unit (DPU)</p> <p>Chief, CRMD, 7th Floor CRS Building, Quezon City</p>
<p>PROCESSING TIME: 20 working days (feedback on status for those no received actions yet from LCRO)</p> <p>Upon receipt of the endorsed document, PSA will process for possible scanning and loading in the CRS database.</p> <p>The number of processing days will depend on the number of days the Local Civil Registrar complied the requirements.</p>				

39. Processing and Scanning of Specimen Signature of LCRO and Shari'a Registrars and Authorized Personnel

Office or Division:	Civil Register Management Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Local Government Units (LGU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updates on the specimen signature report of the city/municipal civil registrar and authorized signatories of the LCRO		Local Civil Registry Office (LCRO)		
Updates on the specimen signature report of the Sharia Circuit/District Registrars		Sharia Courts		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

DOCUMENT RECEIPT AND CONTROL UNIT					
	1. Receipt and control of endorsed updated specimen signature from LCROs and Shari'a Registrars through couriers and LCRCU.	None	1 hour per batch of 75 documents.	Unisys Associate and Contract of Service Worker, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III DRCU 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building	
	2. Encode in RCC and print transmittal	None	1 hour per batch of 75 documents.	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building	
	3. Transmit the endorsed updated specimen signature to Production and Maintenance Unit (PMU) for scanning.	None	20 minutes	Unisys Associate, Document Receipt and Control Unit (DRCU) 3 rd Floor CRS Building Supervisor Registration Officer III DRCU 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building	
PRODUCTION AND MAINTENANCE UNIT					

	4. Receipt and control of updated specimen signature.	None	1 hour per batch of 75 documents.	<p>Unisys Associate, Production and Maintenance Unit (PMU) 6th Floor CRS Building</p> <p>Supervisor Registration Officer III PMU 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	5. Countersign each updated specimen signature.	None	1 hour per batch of 75 documents.	<p>Unisys Associate, Production and Maintenance Unit (PMU) 6th Floor CRS Building</p> <p>Supervisor Registration Officer III PMU 6th Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	6. Scanning and loading of updated specimen signature in CRS database.	None	1 hour per batch of 45 documents.	<p>Unisys Associate, Production and Maintenance Unit (PMU) 6th Floor CRS Building</p> <p>Supervisor Registration Officer III PMU 6th Floor CRS Building</p>

				Chief, CRMD 7 th Floor CRS Building
	7. Sort and file the updated specimen signature reports	None	10 minutes per batch of 45 reports	Unisys Associate, Production and Maintenance Unit (PMU) 6 th Floor CRS Building Supervisor Registration Officer III PMU 6 th Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	8. Folio and label the compilation of specimen signatures reports	None	1 hour and 30 minutes per 10 folios	Authentication Officer Production and Maintenance Unit (PMU) 6 th Floor CRS Building Chief CRMD 7 th Floor CRS Building
	9. Prepare transmittal and hauling of folios for Central Archives filing	None	Within 8 hours Note: Central Archives located outside the CRS Building	Authentication Officer Production and Maintenance Unit (PMU) 6 th Floor CRS Building Chief CRMD 7 th Floor CRS Building
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 3 days				

40. Processing of Civil Registry Documents Received from Monthly Submissions from the Local Civil Registry Offices and Sharia Courts

Copies of birth, marriage, death certificates and other registrable documents are submitted monthly by the Local Civil Registry Offices (LCROs) within the 10th day of reference month to the Provincial Statistics Offices (PSOs). The PSOs processed the consolidated report of the LCROs within 6 weeks prior to submission to the Civil Register Management Division (CRMD) of the PSA.

Office or Division:	Civil Register Management Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen (G2C), Government to Government (G2G)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
Submission of PSOs by month, by type of documents:	
<ol style="list-style-type: none"> 1. Birth, marriage, death (regular) 2. Shari'a documents (marriage, Conversion to Islam, and Certificate of Divorce of Muslim Filipinos) 3. Court decrees, legal instruments, RA 9048, RA 10172, and supplemental reports 4. Electronic Endorsement documents (Birth, death, marriage processed at the CRS Outlets) 5. Specimen Signature submission of Local Civil Registrars and Sharia Courts 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT PROCESSING UNIT				
	<ol style="list-style-type: none"> 1. Receipt and control of civil registry documents from designated PSA liaison officers and through couriers 2. Sorting of documents by type 	None	1 hour per batch of 1,800 documents	Receipt and Control Staff (Associate) DPU, 3 rd Floor CRS Building Supervisor DPU, 3 rd Floor CRS Building
	<ol style="list-style-type: none"> 3. Machine Control batches/number of documents received 	None	1 hour per batch of 1,800 documents	Receipt and Control Staff (Associate) and Contract of Service Worker (COSW) DPU, 3 rd Floor CRS Building Supervisor DPU, 3 rd Floor

				CRS Building
A. Processing of Birth, Marriage, Death Regular Documents Note: Expected Output - Documents are in folio, ready for scanning)				
	1. Distribution of civil registry documents for document grooming	None	15 minutes	R & C Staff (Associate) DPU, 3 rd Floor CRS Building Supervisor DPU, 3 rd Floor CRS Building
	2. Document grooming and quality control	None	1 hour per batch of 400 documents	Regular Personnel, Associates and COSWs DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	3. Manual certification pass	None	1 hour per batch of 400 documents	Regular Personnel, Associates and COSWs DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	4. Submission of the processed documents to Machine Controller after grooming and quality control 5. Forward batch of documents for folioing and labeling	None	10 minutes	Associates DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	6. Folioing and labelling of batched civil registry documents	None	1 hour per 8 folios	Regular Associates and DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor

				CRS Building
	7. Control and record folio number and batches by type of documents, by province and city/municipality, and date of receipt		1 hour per 13 folios	COSW DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	8. Controller transmit folios to Vital Statistics Division (VSD) for data cleaning	None	30 minutes	Associates and COSW DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	9. VSD receive the transmitted folios	None	15 minutes	Receipt and Control staff VSD 8 th Floor, CRS Building Chief VSD 8 th Floor, CRS Building
Note: VSD conducts data cleaning and completeness check prior to transmittal of the folios of documents to the Data Capture Center (DCC) for scanning and loading of the documents in the CRS database. Separate flow is provided for data conversion (DCC processes)				
B. Processing of CDLI Annotated Documents Note: Expected Output - Received documents are sorted by type and encoded in the Receipt and Control System (RCC) Separate flow for the annotation processing and loading in the CRS database of monthly CDLI documents				
	Receipt and control of annotated documents is found in Steps 1-3, page 237 1. Sort documents by type of Annotation (i.e. supplemental report, RA	None	1 hour per batch of 180 documents	COSW DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor

	9048, legitimation, RA 9255)			CRS Building
	2. Distribute documents to encoders			
	3. Encode documents in RCC	None	1 hour per batch of 75 documents	Associates, COSWs DPU 3 rd Floor, CRS Building
	4. Print generated RCC transmittal			Supervisor DPU, 3 rd Floor CRS Building
	5. Control and transmit documents to Concerned archives/unit			
C. Processing of Shari'a Documents				
Note: Expected Output - Received documents encoded in the DVSS 2011, in folio and ready for scanning				
	Receipt of Sharia documents is found in Steps 1-3, page 237 1. Check transmittal vs. documents attached	None	5 minutes	COSWs DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	2. Document grooming and quality control	None	1 hour per batch of 400 documents	COSWs DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	3. Manual certification pass	None	1 hour per batch of 400 documents	COSWs DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	4. Submission of the processed documents to Machine Controller after grooming and quality control	None	10 minutes	COSW DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor

	5. Forward batch of documents for folioing and labeling			CRS Building
	6. Folioing and labelling of batched civil registry documents	None	1 hour per 8 folios	Regular and Associates DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	7. Data entry using DVSS2011		1 hour per batch of 20 documents	COSW DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	8. Prepare transmittal of documents for scanning 9. Forward to Data Capture Center for scanning	None	30 minutes	COSW DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building

D. Processing of Electronic Endorsement Documents

Note: Expected Output – Received documents are filed in folios ready for manual retrieval, in case there is a problem

	Receipt and control of Electronic Endorsement documents is found in Steps 1-3, page 237 1. Sorting and document grooming	None	1 hour per batch of 200 documents	COSW DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building
	2. Encoding/Control of received documents (thru Excel files) 3. Print transmittal to Concerned Unit	None	1 hour per batch of 75 documents	COSW DPU 3 rd Floor, CRS Building Supervisor DPU, 3 rd Floor CRS Building

	4. Forward the documents to Central Archives for folioing	None	30 minutes	COSW DPU Central Archives, Caloocan City Supervisor DPU, 3 rd Floor CRS Building
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E. Processing of Application for Marriage License (AML)

Note: Expected Output - Received documents are filed in folios ready for manual retrieval

	<p>Receipt and control of AML is found in Steps 1-3, page 237</p> <p>1. Document grooming</p>	None	1 hour per batch of 200 documents	<p>Administrative Aide VI DPU 3rd Floor, CRS Building</p> <p>Supervisor DPU, 3rd Floor CRS Building</p>
	2. Folioing and labelling	None	1 hour per 10 folios	<p>Administrative Aide VI DPU 3rd Floor, CRS Building</p> <p>Supervisor DPU, 3rd Floor CRS Building</p>
	<p>3. Encoding of transmittal for archiving (thru Excel files)</p> <p>4. Print transmittal of documents to be transferred to Central Archives</p>	None	1 hour per 20 folios	<p>COSW DPU 3rd Floor, CRS Building</p> <p>Supervisor DPU, 3rd Floor CRS Building</p>
	5. Forward the documents to the Central Archives	None	Within 8 hours	<p>COSW DPU 3rd Floor, CRS Building</p> <p>Supervisor DPU, 3rd Floor CRS Building</p>

Note: Hauling of documents in folios is done weekly

41. Resolution of Problem Documents (from the Monthly Report)

Documents pulled out by quality controller from folio due to

- No signature of LCR
- Same registry number with other documents registered
- Out of range of registry number
- Different person encoded in DVSS datafiles
- No registry number

Documents under the above conditions are pull out from the batch/folio and to be coordinated with the concerned Local Civil Registrar for validation.

Office or Division:	Civil Register Management Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen (G2C), Government to Government (G2G)
Who may avail:	PSO, LCR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT PROCESSING UNIT				
	1. Encode details of the document in Excel files (control)	None	1 hour per batch of 80 documents	Document Controller (COSW) DPU, CRMD 3 rd Floor, CRS Building Supervisor DPU, CRMD 3 rd Floor, CRS Building
	2. Coordinate with Provincial Statistical Officer and Local Civil Registrar thru e-mail	None	1 hour per batch of 35 e-mails to PSO/LCRO	COSW DPU, CRMD 3 rd Floor, CRS Building Supervisor DPU, CRMD 3 rd Floor, CRS Building

<p>Upon receipt of the compliance to the feedback/status of the documents, the DPU will process for possible scanning and loading in the CRS database.</p> <p>The number of processing days from the time DPU informed the PSO/LCRO through email and the availability of the document for copy issuance in the Outlets will depend on the number of days the Local Civil Registrar complied the requirements.</p>				
	3. Retrieve the original documents submitted and match with the compliance	None	1 hour per batch of 20 documents	<p>Document Controller (COSW) DPU, CRMD 3rd Floor, CRS Building</p> <p>Supervisor DPU, CRMD 3rd Floor, CRS Building</p>
	4. Evaluate documents submitted by PSO/LCR	None	1 hour per batch of 20 documents	<p>Document Controller (COSW) DPU, CRMD 3rd Floor, CRS Building</p> <p>Supervisor DPU, CRMD 3rd Floor, CRS Building</p>
	5. Route to PMU for final evaluation, scanning and loading in the CRS database	None	30 minutes	<p>Document Controller (COSW) DPU, CRMD 3rd Floor, CRS Building</p> <p>Supervisor DPU, CRMD 3rd Floor, CRS Building</p>
<p>Note: Scanning and loading in the database is discussed in the Process Flow of Electronic Endorsements</p>				

42. Document Preparation of Processed Documents from Annotation Archives

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	Local Government Units (LGU)

CHECKLIST REQUIREMENTS	OF	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ANNOTATION ARCHIVES (Court Decree Unit, Legal Instruments Unit and RA 9048/RA10172 and Supp. Unit)				
	1. Receipt and Control of documents from Annotation Unit	None	10 minutes per batch of 15 sets of documents	Uncon/MV Controller, Annotation Archives
	2. "Scan In" the documents using Uncon/MV Processing and tag the document as Completed in the system	None	5 per batch of 15 sets of documents	Supervisors Annotation Archives
	3. Forward the documents to the designated Document Preparation personnel	None	5 minutes per batch of 15 sets of documents	Chief CRMD 8 th Floor, CRS Building
	4. Cleaning of the set of documents a. Remove unnecessary notes and tags from the set of documents b. Insertion of Separator for the corresponding unit	None	5 minutes per batch of 15 sets of documents to be cleaned and inserted with separator	Associates, Annotation Archives Supervisors Annotation Archives
	5. Encoding and printing of Transmittal and Forward to Data Capture Center for Scanning (refer to page 237 of Data Conversion of CDLI documents)	None	10 minutes per batch of 15 sets of documents	Chief CRMD 8 th Floor, CRS Building
	6. Hauling and transmission of documents to the Central Archives	None	8 hrs per 300 batch of folders	COSW and Associates
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 DAYS UPON RECEIPT OF THE DOCUMENTS				

43. Data Conversion of Civil Registry Documents from Monthly Report (Birth, Marriage, Death)

Office or Division:	Civil Register Management Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Compiled birth, marriage and death documents received from the monthly reports of the PSA Provincial Statistical Offices	PSA PSO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PSO manual and machine processing timeline is within 6 weeks upon receipt of the documents from the LCROs.	1. Receipt and checking of folios from Document Processing Unit and Vital Statistics Division	None	10 minutes per 30 folios	Team Lead, DCC, CRMD 3 rd Floor CRS Building Supervisor, DCC, CRMD 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	2. Document grooming from folders, batched (one province, one municipality) in preparation for scanning.	None	1 hour per batch of 225 documents	Associates, DCC, CRMD 3 rd Floor CRS Building Supervisor, DCC, CRMD 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building

	3. Document scanning	None	1 hour per batch of 150 documents	<p>Associates, DCC, CRMD 3rd Floor CRS Building</p> <p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	4. Matching of images to their corresponding indices.	None	1 hour per batch of 70 documents	<p>Associates, DCC, CRMD 3rd Floor CRS Building</p> <p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>5. Quality Assurance (QA) is done to re-check mismatched images versus indices of all records.</p> <p>a. If passed, automatically loaded to data staging.</p> <p>b. If rejected, return to Matcher</p>	None	1 hour per batch of 120 documents	<p>Associates, DCC, CRMD 3rd Floor CRS Building</p> <p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	6. Data Staging of the converted documents to CRS Database.	None	Within 24 hours	System Administrator, Data Center 5 th Floor CRS Building
	7. Prepare transmittal of the scanned documents in folders/batches and forwarded to Birth, Marriage and Death Archives.	None	1 hour	<p>Team Lead and Associate, DCC, CRMD 3rd Floor CRS Building</p> <p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p>

				Chief, CRMD 7 th Floor CRS Building
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 1.5 months upon receipt of documents from PSA Provincial Statistics Offices				
For received documents in the monthly report but with a request for copy issuance filed by the client in the PSA CRS Outlets, a designated staff is assigned at Data Capture Center to pull-out the document for scanning and loading of the requested documents. This falls under UNCONVERTED PROCESSING.				

44. Data conversion of CDLI Annotated Documents

Annotated documents processed through Electronic Annotation System (EAS) are ready for copy issuance in any PSA CRS Outlets but need to undergo scanning of the supporting documents in Data Capture Center (DCC).

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Annotated documents with Top Sheet and complete set of requirements	PSA Annotation Archives (Court Decree Unit, RA 9048/RA 10172 and Supplemental Report Unit, and Legal Instruments Unit)
Transmittal of annotated documents from Annotation Archives	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receipt and control of annotated documents and other attachments from Annotation Archives	None	3 minutes per batch of 15 documents	Team Lead, DCC, CRMD 3 rd Floor CRS Building Supervisor, DCC, CRMD 3 rd Floor CRS Building Chief, CRMD 7 th Floor CRS Building
	2. Document grooming of documents	None	1 hour per 200 documents	Associates, DCC, CRMD 3 rd Floor CRS Building

				<p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	3. Scanning of annotated CRDs and its supporting documents	None	1 hour per 30 documents	<p>Associates, DCC, CRMD 3rd Floor CRS Building</p> <p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	4. Matching of images are matched to their corresponding indices.	None	1 hour per 60 documents	<p>Associates, DCC, CRMD 3rd Floor CRS Building</p> <p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	<p>5. Quality Assurance (QA) is done to re-check mismatched images versus indices of all records.</p> <p>5.1. If passed, automatically loaded to data staging.</p> <p>5.2. If rejected, return to Matcher</p>	None	1 hour per batch of 120 documents	<p>Associates, DCC, CRMD 3rd Floor CRS Building</p> <p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
	6. Data Staging of the converted documents to CRS Database.	None	Within 24 hours	<p>System Administrator, Data Center 5th Floor CRS Building</p>

	7. Prepare transmittal of the scanned documents in folders/batches and forwarded to Birth, Marriage and Death Archives.	None	1 hour	<p>Team Lead and Associate, DCC, CRMD 3rd Floor CRS Building</p> <p>Supervisor, DCC, CRMD 3rd Floor CRS Building</p> <p>Chief, CRMD 7th Floor CRS Building</p>
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 days upon receipt of the documents from the Annotation Archives.				

45. Simple request of Certification on the Existence of Certificate of Registration of Authority to Solemnize Marriage (CRASM)

Certificate of Registration of Authority to Solemnize Marriage (CRASM) is a certificate issued to a Solemnizing Officer (SO), after complying with the requirements, certifying the registration of the authority of the SO to solemnize marriage, and indicating therein that the SO is authorized to solemnize marriages within the SO's territorial jurisdiction for the period specified therein.

Office or Division:	Civil Register Management Division
Classification:	Simple (Verification of the Status of Marriage for event year 2005 up to present using Solemnizing Officers' Information System)
Type of Transaction:	Government-to-Citizen(G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Client is the Document Owner:</p> <ol style="list-style-type: none"> 1. Photocopy of the Certificate of Marriage; and 2. Letter Request. 	Solemnizing Officer or the Client
<p>Client is an Authorized Representative:</p> <ol style="list-style-type: none"> 1. Authorization Letter; 2. Photocopy of his/her valid ID; 3. Photocopy of the document owner's ID; 4. Photocopy of the Certificate of Marriage; and 5. Letter Request. 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SOLEMNIZING OFFICERS COORDINATION UNIT				
1. The client gets an Application Form (AF) and fills-in the required information and submit to PACD personnel	<p>1. Receipt and Control of Application Form from PACD</p> <p>1.1 Check the information in the AF vs. details in the submitted requirements.</p> <p>1.1.1 If the information in the AF is not consistent with the details in the submitted requirements, return to PACD.</p> <p>1.1.2 If the information in the AF is consistent with the details in the submitted requirements, proceed to 2.</p>	<p>Php100.00 per issued copy of Certification</p> <p>Note: Processing fee for copy issuance of Certification is being collected by the PSA CRS Outlet - East Avenue, Q.C.</p>	5 minutes per single request	<p>COSW, Administrative Aide VI, SOCU 7TH Floor CRS Building, Quezon City</p> <p>Supervisor, Registration Officer III SOCU 7TH Floor CRS Building, Quezon City</p> <p>Chief, CRMD, 7TH CRS Building, Quezon City Administrative Aide VI and</p>
	2. Verification of the status of marriage using Solemnizing Officers' Information System (SOIS).	None.	15 minutes per SO's information	Assistant National Statistician, Civil Registration Service, 8 TH Floor CRS Building, Quezon City
	3. Preparation of Certification	None	30 minutes per certification	
	4. Signing of Certification.	None	2 days	Supervisor,

				<p>Registration Officer III SOCU 7TH Floor CRS Building, Quezon City</p> <p>Chief, CRMD, 7TH CRS Building, Quezon City Administrative Aide VI and</p> <p>Assistant National Statistician, Civil Registration Service, 8TH Floor CRS Building, Quezon City</p>
	5. The client claims certification at Solemnizing Officer Coordinating Unit on the scheduled date of release.	None	5 minutes per request	<p>Administrative Aide VI and COSW SOCU Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor SOCU Unit, CRMD, CRS Building, Quezon City</p>
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 3 WORKING DAYS				

46. Complex request of Certification on the Existence of Certificate of Registration of Authority to Solemnize Marriage (CRASM)

Certificate of Registration of Authority to Solemnize Marriage (CRASM) is a certificate issued to a Solemnizing Officer (SO), after complying with the requirements, certifying the registration of the authority of the SO to solemnize marriage, and indicating therein that the SO is authorized to solemnize marriages within the SO's territorial jurisdiction for the period specified therein.

Office or Division:	Civil Register Management Division			
Classification:	Complex (Verification of the Status of Marriage for Event Year 1945 up to 2005 Using Manual Verification and Old SOIS)			
Type of Transaction:	Government-to-Citizen(G2C)			
Who may avail:	All clients of legal age (18 years old and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client is the Document Owner: 1. Photocopy of the Certificate of Marriage; and 2. Letter Request.		Request through the Public Assistant and Complaint Desk (PACD)		
Client is an Authorized Representative: 1. Authorization Letter; 2. Photocopy of his/her valid ID; 3. Photocopy of the document owner's ID; 4. Photocopy of the Certificate of Marriage; and 5. Letter Request.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SOLEMNIZING OFFICERS COORDINATION UNIT				
1. The client gets an Application Form (AF) and fills-in the required information and submit to PACD personnel	1. Receipt and Control of Application Form from PACD 1.1 Check the information in the AF vs. details in the submitted requirements. 1.1.1 If the information in the AF is not consistent with the details in the	Php100.00 per issued copy of Certification Note: Processing fee for copy issuance of Certification is being collected by the PSA CRS Outlet	5 minutes per single request	COSW, Administrative Aide VI, SOCU 7 TH Floor CRS Building, Quezon City Supervisor, Registration Officer III SOCU

	submitted requirements, return to PACD.	- East Avenue, Q.C.		7 TH Floor CRS Building, Quezon City
	1.1.2 If the information in the AF is consistent with the details in the submitted requirements, proceed to 2.			Chief, CRMD, 7 TH CRS Building, Quezon City Administrative Aide VI and
	2. Verification of the status of marriage 2.1 For event year 1945 up to 2005, use manual verification and old SOIS. 2.1.1 Verification is referred to Amparo Archives for Manual Verification	None.	3 days	Assistant National Statistician, Civil Registration Service, 8 TH Floor CRS Building, Quezon City
	3. Preparation of Certification	None	30 minutes per certification	
	4. Signing of Certification.	None	2 days	Supervisor, Registration Officer III SOCU 7 TH Floor CRS Building, Quezon City Chief, CRMD, 7 TH CRS Building, Quezon City Administrative Aide VI and

				Assistant National Statistician, Civil Registration Service, 8 TH Floor CRS Building, Quezon City
	5. The client claims certification at Solemnizing Officer Coordinating Unit on the scheduled date of release.	None	5 minutes per request	Administrative Aide VI and COSW SOCU Unit, CRMD, CRS Building, Quezon City Supervisor SOCU Unit, CRMD, CRS Building, Quezon City
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

47. Issuance of Solemnizing Officers' ID

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Client (G2C)
Who may avail:	All clients of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Solemnizing Officer (SO) Information Request Form (SO-RF1)	Regional Statistical Service Offices (RSSO)
2. Photocopy of latest issued CRASM	
3. One (1) 2x2 picture in white background signed at the back	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SOLEMNIZING OFFICERS COORDINATION UNIT				

<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the concerned RSSO</p>	<p>1. Receipt and control of application forms (AFs) and supporting documents filed by the client at the concerned RSSO</p> <p>1.1 The Receipt and Control Clerk (RCC) reviews SO-RF1 and its attachments as to completeness</p> <p>1.2 The RCC scans and edit the picture and signature of the Solemnizing Officer and encodes all required details in the SO ID System respectively.</p>	<p>Php500.00 per issued SO ID</p> <p>Note: Processing fee for copy issuance of SO ID is being collected by the concerned PSA RSSO</p>	<p>15 minutes per one (1) SO ID</p>	<p>Administrative Aide VI SOCU Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Registration Officer III SOCU Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>
	<p>2. The Assigned Supervisor reviews all entry in the SO ID System including uploaded picture/s and signature/s of the applicant before final printing</p> <p>2.1 If there are incorrect/ inconsistent details, Administrative Aide VI reflects correction</p>	<p>None</p>	<p>5 minutes per one (1) SO ID</p>	<p>Administrative Aide VI SOCU Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Registration Officer III SOCU Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p>

	<p>3. Administrative Aide VI Prepares Transmittal addressed to concerned PSA RSSOs</p> <p>3.1 Transmit to Record Section for mailing to concerned PSA RSSOs or Liaison Officer claims the SO IDs at SOCU Unit.</p>	None	5 minutes per one (1) SO ID	<p>Administrative Aide VI</p> <p>SOCU Unit, CRMD, CRS Building, Quezon City</p> <p>Supervisor Registration Officer III</p> <p>SOCU Unit, CRMD, CRS Building, Quezon City</p> <p>Chief, CRMD, CRS Building, Quezon City</p> <p>Assistant National Statistician, Civil Registration Service, CRS Building, Quezon City</p>
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

48. Reply to Communications- Simple

Simple Communications/Letters are those letters/communications which do not require verification or processing like letter of acknowledgement, transmittal letter, etc.

Office or Division:	Civil Register Management Division
Classification:	Simple
Type of Transaction:	Government-to-Government(G2G) and Private-to-Government (P2G)
Who may avail:	Local Government Units, Agencies of the Government, Private Law Offices, NGOs, etc.
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. Letters 2. Endorsements/Piecemeal or advance submission 3. Request for endorsements from LCROs, DFA and Sharia Courts 4. E-mail re: inquiries and follow up 	WHERE TO SECURE
	From government and private institutions, Local Civil Registry Offices, Sharia Courts, and general public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
Civil Registration Service (CRS) received communications/letters	1. Receipt and control, and sorting of communication/ Letter.	None	3 minutes per letter/ communication	COSW, Supervisor DRCU 3 RD Floor CRS Building
	2. Encode communication/ Letter and print transmittal.	None	1 hour per batch of 75 documents	Unisys Associate, Supervisor DRCU 3 RD Floor CRS Building
	3. Transmit to concerned units.	None	5 minutes per batch of 75 documents	Unisys Associate, Supervisor DRCU 3 RD Floor CRS Building
	4. 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 7 th Floor CRS Building
	5. Receipt and control of communication/ letter by the concerned Unit/Technical Staff	None	5 minutes per letter/ communication	COSW
	6. Drafting of response	None	1 hour per batch of 15	Unit Supervisor/Technical Staff
	7. Receipt and control of the response to the communication/ letter	None	5 minutes per communication/ letter	COSW
	8. Division Chief evaluates/reviews/signs the response to the communication/ letter	None	10 minutes per communication/ letter	Division Chief of the CRMD
	9. Staff controls the approved communication/ letter and to be forwarded to the signatory	None	5 minutes per communication/ letter	COSW
	10. Sending of signed communication/ letter	None	10 minutes per communication/ letter	COSW

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: within 3 days upon receipt of the letters/emails/communication.			

49. 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.

and stakeholders on the registration with existing rules, regulations, and policies concerning		
Office or Division:	Civil Register Management Division	
Classification:	Complex	
Type of Transaction:	Government-to-Government(G2G) and Private-to-Government (P2G)	
Who may avail:	Local Government Units, Agencies of the Government, Private Law Offices, NGOs, etc.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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		

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	10 minutes per letter/communication	Division Chief of the CRMD

	Unit or Technical Staff			
	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.				

50. Reply to Communications- Highly Technical

Highly Technical Communications/Letters are those letters/communications which need legal advice and for referral to Legal Service.

Office or Division:	Civil Register Management Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Government(G2G) and Private-to-Government (P2G)
Who may avail:	Local Government Units, Agencies of the Government, Private Law Offices, NGOs, etc.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Letters/emails that require legal opinion on civil registration matters Letters or communication requesting for drafting of guidelines or procedures to standardize civil registration implementation in the country. <p>Note: Need to be referred to the Legal Service prior to signing by ANS or NSCRG</p>	

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
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 communication/letter	None	5 minutes per letter/communication	COSW
	4. Drafting of referral letter to Legal Service	None	Within 3 days from the receipt of the communication/letter	Unit Supervisor/Technical Staff
	5. Receipt and control of the referral letter/communication	None	5 minutes per letter/communication	COSW
	6. Division Chief evaluates/reviews/signs the referral letter/communication.	None	15 minutes per communication/letter	Division Chief of the CRMD
	7. Receipt and control of the drafted referral letter/communication	None	5 minutes per letter/communication	COSW
	8. Drafting of Response from Legal Service (requires legal research)	None	7 days from the receipt of the communication/letter	Attorney from the Legal Service
	9. Receipt and control of the reply letter/communication from Legal Service	None	5 minutes per letter/communication	COSW
	10. Division Chief evaluates/designates the reply letter/communication from the Legal Service to the	None	15 minutes per letter/communication	Division Chief of the CRMD

	concern Unit or Technical Staff			
	11. Receipt and control of communication/letter to the concerned Unit/Technical Staff	None	5 minutes per letter/communication	COSW
	12. Drafting response of	None	Within 8 hours	Unit Supervisor/Technical Staff
	13. Receipt and control of the response to the communication/letter	None	5 minutes per communication/letter	COSW
	14. Division Chief evaluates/reviews/signs the response to the communication/letter	None	30 minutes per communication/letter	Division Chief of the CRMD
	15. Staff controls the approved communication/letter to be forwarded to the signatory (ANS of the CRS or NSCRG as the case may be)	None	5 minutes per communication/letter	COSW

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: within 20 days upon receipt of the letters/emails/communication.

Note: Some cases may be extended if it requires NSCRG policy issuance (Implementing Rules and Regulations or Administrative Orders) to include a thorough study/research, sometimes through a creation of a Technical Working Groups.

CENSUSES AND TECHNICAL COORDINATION OFFICE

STANDARDS SERVICE

1. Statistical Survey Review and Clearance System

The Statistical Survey Review and Clearance System (SSRCS) is a mechanism implemented by the Philippine Statistics Authority (PSA) which involves the process of evaluating the design and instruments of statistical surveys and censuses sponsored and/or to be conducted by government agencies, including government corporations at the national and local levels.

Office or Division:	Statistical Standards Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter addressed to CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General Philippine Statistics Authority PSA Complex, East Avenue Diliman, Quezon City 1101 Properly accomplished SSRCS Forms <ul style="list-style-type: none"> SSRCS Form 1 (Statistical Survey Notification Form) SSRCS Form 4 (Statistical Survey Monitoring Form) 	<ul style="list-style-type: none"> SSRCS Form 1 (Statistical Survey Notification Form) (https://psa.gov.ph/sites/default/files/SSRCS%20Form%201_2018.docx) SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census (https://psa.gov.ph/sites/default/files/SSRCS%20Form%204_2018.docx) SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only (http://www.psa.gov.ph/sites/default/files/SSRCS%20Form%205.docx) 	

<p>Survey Monitoring Form), for previously reviewed and cleared surveys or census</p> <ul style="list-style-type: none"> ▪ SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only <ul style="list-style-type: none"> • Survey Questionnaire/s • Enumerators Manual, Manual of Instructions/Operations, Instructions on How to Fill-up the Questionnaire/s • List of tables to be generated • Compilation of policy uses of survey results • Pre-test, Pilot survey results (if any, for new surveys and surveys with major changes in the forms content and sampling design) • Previous survey results (if any) • Survey Proposal (if any) • Any other additional information not stated in SSRCS Form 1 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit complete documents for SSRCS application in printed copies at:</p> <p>8th Floor, CRS Building PSA Complex, East Avenue, Diliman, Quezon City</p> <p>or via email at: ons.staff@psa.gov.ph, ons@psa.gov.ph, and ssdss.staff@gmail.com</p>	<p>1.1 Receive submitted documents</p> <p>1.2 Endorse submitted documents to SSD-SS</p>	None	1 working day	<p>Receipt and Control (RCU) Personnel of Office of the National Statistician (ONS)</p>
	<p>1.3 Review the completeness of submitted documents</p> <p>1.4 Inform survey proponent contact persons on lacking documents via email and/or telephone call</p>	None	1 working day	<p>SSD-SS Personnel</p> <p>Supervising Statistical Specialist (SuSS) Senior Statistical Specialist (SSS)</p>
	<p>1.5 Provide comments on the survey instruments, design and other submitted documents</p>	None	3 working days	<ul style="list-style-type: none"> SSD-SS Personnel <ul style="list-style-type: none"> ✓ CSS ✓ SuSS ✓ SSS ✓ SS II ✓ PSA Survey Review Team (SRT)
	<p>1.6 Convene a Survey Review Team meeting (as the need arises).</p>	None	1 working day	<p>SSD-SS Personnel</p> <ul style="list-style-type: none"> ✓ CSS ✓ SuSS ✓ SSS ✓ SS II ✓ SS I • PSA SRT

2. Attend bilateral meeting	2.1 Convene a bilateral meeting with the survey proponent (as the need arises)	None	1 working day	SSD-SS Personnel ✓ CSS ✓ SuSS ✓ SSS ✓ PSA SRT
	2.2 Prepare SSRCS Form 3 with the PSA SRT findings, recommendations, clearance number and expiration date	None	3 working days	SSD-SS Personnel ✓ CSS ✓ SuSS ✓ SSS ✓ SS II
	2.3 Endorse SSRCS Form 3 with the PSA SRT findings, recommendations, clearance number and expiration date	None	1 working day	CSS or her designated Officer-in-Charge (OIC)
		None	3 working days	ANS, SS or designated OIC
		None	2 working days	DNS, CTCO or designated OIC
	2.4 Approve SSRCS Form 3 with the PSA SRT findings, recommendations, clearance number and expiration date	None	2 working days	NS or his designated OIC

	2.5 Transmittal of the following documents to survey proponent agency <ul style="list-style-type: none"> ▪ SSRCS Form 3 ▪ SSRCS Form 4 • SSRCS Form 6 	None	1 working day	SSD-SS Staff ✓ SuSS ✓ SS II
3. Accomplish and submit SSRCS Form 4 and SSRCS Form 6	3.1 Acknowledge receipt of submitted SSRCS Form 4 and SSRCS Form 6	None	Within the day upon the receipt of accomplished SSRCS Form 4 and 6	SSD-SS Staff ✓ CSS ✓ SSS
Total		None	19 days	

2. Statistical Survey Review and Clearance System - Government to Government

Office or Division:	Statistical Standards Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Court Quasi Judicial Bodies and Agencies with Subpoena Power		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter addressed to CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General Philippine Statistics Authority PSA Complex, East Avenue Diliman, Quezon City 1101 		<ul style="list-style-type: none"> SSRCS Form 1 (Statistical Survey Notification Form) (https://psa.gov.ph/sites/default/files/SSRCS%20Form%2001_2018.docx) SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census (https://psa.gov.ph/sites/default/files/SSRCS%20Form%2004_2018.docx) SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only (http://www.psa.gov.ph/sites/default/files/SSRCS%20Form%2005.docx) 	

<ul style="list-style-type: none"> • Properly accomplished SSRCS Forms <ul style="list-style-type: none"> ▪ SSRCS Form 1 (Statistical Survey Notification Form) ▪ SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census ▪ SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only • Survey Questionnaire/s • Enumerators Manual, Manual of Instructions/Operations, Instructions on How to Fill-up the Questionnaire/s • List of tables to be generated • Compilation of policy uses of survey results • Pre-test, Pilot survey results (if any, for new surveys and surveys with major changes in the 	
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forms content and sampling design) <ul style="list-style-type: none"> • Previous survey results (if any) • Survey Proposal (if any) • Any other additional information not stated in SSRCS Form 1 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for SSRCS application in printed copies at the nearest PSA Regional Statistics Service Office (RSSO): or via email at: ons.staff@psa.gov.ph , ons@psa.gov.ph , ssdss.staff@gmail.com , and email address of PSA RSSO	1.1 Receive submitted documents	None	1 working day	RCU Staff of the Office of the Regional Director, RSSO Personnel
	1.2 Review the completeness of submitted documents and endorse to SSD-SS	None	1 working day	S OCD Personnel
	1.3 Inform survey proponent contact persons on lacking documents via email and/or telephone call			
	1.4 Provide comments on the survey instruments, design. and other submitted documents	None	3 working days	SSD-SS Personnel ✓ CSS ✓ SuSS ✓ SSS ✓ SSII ✓ PSA Survey Review Team (SRT)

	1.5 Convene a Survey Review Team meeting (as the need arises).	None	1 working day	SSD-SS Personnel ✓ CSS ✓ SuSS ✓ SSS ✓ SSII ✓ SSI • PSA SRT
2. Attend bilateral meeting	2.1 Convene a bilateral meeting with the survey proponent (as the need arises)	None	1 working day	SSD-SS Personnel ✓ CSS ✓ SuSS ✓ SSS ✓ PSA ✓ PSA SRT
	2.2 Prepare SSRCS Form 3 with the PSA SRT findings, recommendations, clearance number and expiration date	None	3 working days	SSD-SS Personnel ✓ CSS ✓ SuSS ✓ SSS ✓ SSII
	2.3 Endorse SSRCS Form 3 with the PSA SRT findings, recommendations, clearance number and expiration date	None	1 working day	CSS or her designated OIC
		None	3 working days	ANS, SS or designated OIC

		None	2 working days	DNS, CTCO or designated OIC
	2.4 Approve SSRCS Form 3 with the PSA SRT findings, recommendations, clearance number and expiration date	None	2 working days	NS or his designated OIC
	2.5 Transmittal of the following documents to survey proponent agency ▪ SSRCS Form 3 ▪ SSRCS Form 4 • SSRCS Form 6	None	1 working day	SSD-SS Personnel ✓ SuSS ✓ SSII
3. Accomplish and submit SSRCS Form 4 and SSRCS Form 6	3.1 Acknowledge receipt of submitted SSRCS Form 4 and SSRCS Form 6	None	Within the day upon the receipt of accomplished SSRCS Form 4 and 6	SSD-SS Personnel ✓ CSS ✓ SSS
Total		None	19 days	

NATIONAL CENSUSES SERVICE (NCS)

1. Provision of List of Sample Establishments to Other Requesting Government Agencies/Units

Office or Division:	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Other Government Agencies			
CHECKLIST OF REQUIREMENTS				
Request letter addressed to the National Statistician and Civil Registrar General (NSCRG) for the generation of list of sample establishments for a particular establishment-based survey.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will send request letter addressed to the NSCRG for the generation of list of sample establishments for a particular	1.1 The OANS will acknowledge the request letter and forward request letter to the concerned service/division.	None	2 days	Subject Matter Specialists of the Service/Division

establishment-based survey.	1.2 The concerned service/division will evaluate the request and prepare a reply letter regarding the request and will endorse it to the Office of the National Statistician (ONS) for signature.			
2. For approved request, the client will draft a Memorandum of Agreement (MOA) between PSA and their agency/office stipulating the specific requirements and the corresponding responsibilities of both parties.	2.1 The concerned service/division will endorse the draft MOA to the Legal Service (LS) for comments and objections on specific provisions. 2.2 The client will be informed on the PSA legal comments or suggestions for consideration	None	2 days	Subject Matter Specialists of the Service/Division
3. After considering and reflecting the necessary comments and/or suggestions on the MOA, the client will resubmit the revised MOA to the PSA for the final review and approval.	3.1 The concerned service/division will endorse the revised MOA to the LS for final review. 3.2 Upon approval, the MOA will be endorsed to the proper signatories. 3.3 The distribution of establishments will be provided to the client for them to determine the allocation of samples to be selected. 3.4 The list of samples generated will be	None	(19 days Review by the Legal Service) 3 days	Subject Matter Specialists of the Service/Division

	provided to the client/requesting agency through a secured link with corresponding access code, after the MOA is signed and notarized by both parties and the survey has been cleared already by the SSRCS or the Statistical Survey Review and Clearance System.			
4. The client will provide the list of personnel who will be given access to the list of samples. Other agency's personnel that will have access to the list of samples has to be deputized by the PSA.	<p>4.1 Prepare deputization order and endorse to the ONS for signature.</p> <p>4.2 Provide the signed deputation order to the client/requesting agency for their use and reference.</p>	None		Subject Matter Specialists of the Service/Division
		Total	26 days	

2. Provision of Establishment Survey Frame to PSA Concerned Division In-Charge of the Establishment-Based Survey

Office or Division:	National Censuses Service (NCS)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	PSA Divisions conducting establishment-based survey
CHECKLIST OF REQUIREMENTS	
Request on the generation of frame for the survey (e.g. Annual Survey of Philippine Business and Industry, Quarterly Survey of Philippine Business and Industry, Labor Turn-Over Survey, Integrated Survey on Labor and Employment and Occupational Wages Survey, other agri-based surveys).	
The Client should include/attach the description of the Scope and Coverage of the specific survey to be conducted in the request.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The PSA client will send email stating the request on the generation of frame	1. The Service/Division will acknowledge the request received	None	10 days	Subject Matter Specialists of the Service/Division

<p>for the survey (e.g., Annual Survey of Philippine Business and Industry, Quarterly Survey of Philippine Business and Industry, Labor Turn-Over Survey, Integrated Survey on Labor and Employment and Occupational Wages Survey, other agri-based surveys).</p> <p>The client should include/attach in the request the description of the Scope and Coverage of the specific survey to be conducted.</p>	<p>through email and proceed with the generation of frame following the scope and coverage of the specific survey.</p> <p>The establishment frame will be provided to the requesting division through a secure link with corresponding access code.</p>			
<p>2. The PSA client will fill-out the acknowledgement receipt of the transmittal form.</p> <p>The PSA client are to review the frame for completeness and updates on the characteristics of establishments based on the last survey conducted.</p> <p>The PSA client should provide the servicing division with the updates on status and characteristics of establishments in the frame.</p> <p>The PSA client will also fill-out client satisfaction survey to assess the efficiency of the process</p>	<p>2. The Service/ Division will provide the transmittal form and the client satisfaction survey.</p> <p>The Service/ Division will reflect the updates and changes in the status and characteristics of establishments provided by the PSA client.</p> <p>The final frame will be provided to PSA client after incorporating the updates.</p>	None	5 days	Subject Matter Specialists of the Service/Division

Total		15 days	
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3. Provision of Data Request based on the List of Establishments (LE)

Office or Division:	National Censuses Service (NCS)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen/Business Entity
Who may avail:	Citizen/Business Entity
CHECKLIST OF REQUIREMENTS	
Request Letter	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the data request. Mode of request may be through walk-in, telephone query, letter/courier, email or thru PSA infocenter at info@psa.gov.ph	<p>1. If walk-in, RCC evaluates if request form is duly accomplished by the client.</p> <p>If without request letter, RCC should ask End-user/client to fill-up NCS Data Request Form for his/her data requirements.</p> <p>In receiving and controlling the request, RCC should enter data request on localhost of NCS Data Request Entry Form.</p>	None		Receipt and Control Clerk (RCC)
2. The client will be informed if the data is already available or will be advised on the standard processing time and date of	2. The personnel of the SICD is to evaluate the request based on data required by the end-user/client.	None	variable	Asstistant Statistician, Statistical Analyst (SA), Statistical Specialist I (SS I), Statistical Specialist II (SS II)

release of requested data.	<p>If the data requested is already available, provide the data immediately following the standard reply (for requests done via telephone or email). Otherwise, inform the client of the standard processing time of his/her request and the date the data will be available/released.</p> <p>If data is not available, inform end-user/client immediately that the data requested is unavailable within PSA, and may be available to another agency.</p>			
3. If data requested can be provided by other divisions, the client will be informed through email that request was referred to another unit within PSA.	3. If data requested can be provided by other divisions (e.g., prices, import/export and foreign direct investment), forward the request to concern unit/division of PSA, copy furnish KMCD at info@psa.gov.ph .	None	3 days	Subject matter division, KMCD, and other statistical units/divisions of PSA
4.	<p>4. Assess complexity of data request and its standard processing time. Prepare/process the data request.</p> <p>Prepare reply/transmittal</p>	None	<p>1. Simple - 3 days</p> <p>2. Complex - 7 days</p> <p>3. With series of more than 10 years and with low level</p>	Asstistant Statistician, SA, SS I, SS II

	letter to be signed by NCS ANS/CTCO DNS/National Statistician for approval/clearance.		of disaggregation (e.g., 5-digit , barangay level) maximum of 15 days	
5. The client will be requested to accomplish Client Satisfaction Survey Form (Feedback Form) upon receipt of requested data.	5. The requested data will be transmitted to the client together with the signed transmittal letter and Client Satisfaction Survey (Feedback Form).	None	1 day	RCC, Assttistant Statistician, SA, SS I, SS II
6. If data request contains other details aside from the count of establishments, the client will also accomplish the Data Product Agreement Form.	6. Accomplish QMS Approval Form for proper documentation. Indicate persons who prepared and reviewed the request.			
Total			10 days	

4. Provision of Data Request based on Census of Population and Housing (CPH) or Census of Population (POPCEN)

Office or Division:	National Censuses Service (NCS)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	
CHECKLIST OF REQUIREMENTS	Where to secure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the data request. Mode of request may be through walk-in, telephone query, letter/courier, or email.	If walk-in, the RCC evaluates if request form is duly accomplished by the client.	None	1 day	RCC

	<p>If without request letter, the RCC should ask End-user/client to fill-up NCS Data Request Form for his/her data requirements.</p> <p>In receiving and controlling the request, RCC should enter data request on localhost of NCS Data Request Entry Form.</p>			
2. The Client will be informed if the data is already available or will be advised on the standard processing time and date of release of requested data.	<p>The PHCD personnel shall evaluate the request based on data required by the end-user/client.</p> <p>If the data requested is already available, provide the data immediately following the standard reply (for requests done via telephone or email). Otherwise, inform the Client of the standard processing time of his/her request and the date the data will be available/released.</p> <p>If product needed is publication or Public Use File (PUF)/ microdata file, refer to KMCD.</p> <p>If data is not available, inform end-user/client immediately that the data requested is unavailable within PSA, and may be available to another agency.</p>	None	1 day	Assistant Statistician, SA, SS I, SS II

3. If data requested can be provided by other divisions, the client will be informed through email that request was referred to another unit within PSA.	If data requested can be provided by other divisions (e.g., volume of production, income and employment, and vital statistics), forward the request to concern unit/division of PSA, copy furnish KMCD at info@psa.gov.ph .	None	3 days	Subject matter division, KMCD, and other statistical units/divisions
4. -	<p>Assess complexity of data request and its standard processing time. Prepare/process the data request.</p> <p>For complex and highly technical data requests, provide the necessary table formats and specs to SDD. Review of output tables will be done by Supervisors.</p> <p>Prepare transmittal to be signed by CTCO DNS with initials of NCS ANS for clearance. Prepare the reply letter to be signed by the NSCRG.</p>	None	<p>1. Simple - 3 days</p> <p>2. Complex - 7 days</p> <p>3. Highly technical - maximum of 20 days</p>	<p>Asst. Statistician, SA, SS I, SS II</p> <p>Chief Statistical Specialist (CSS), Sr. Stat Specialist (SSS), Supervising Stat Specialist (SuSS), SDD Programmers</p> <p>NCS ANS/CTCO DNS/National Statistician</p>
5. The client will be requested to accomplish Client Satisfaction Survey Form (Feedback	The requested data will be transmitted to the client together with the signed transmittal letter and Client	None	1 day	RCC, Assistant Statistician, SA, SS I, SS II

Form) upon receipt of requested data.	Satisfaction Survey (Feedback Form).			
6. If product needed is publication or PUF/microdata file, the client will also accomplish the Data Product Agreement Form.	Accomplish QMS Approval Form for proper documentation. Indicate persons who prepared and reviewed the request.			
	Prepare brief report on accomplished Feedback forms, evaluating the flaws, strengths, and other information on serving data needs to further improve the service.	None	Variable	Assistant Statistician, SA. SS I, SS II
			10 days	
Provision of Certification of Population Counts (CPC)				
CPC at the Central Office (CO)				
CASE 1: If the request is received at Central Office and request is NOT lower than barangay level				
The client submits the request for certification of population count (CPC). Mode of request may be through walk-in, letter/courier, or email.	CSS of the PHCD is undertake procedure in any of the following instances: <ul style="list-style-type: none"> Prepare and issue CPC to the requesting party; Prepare and issue CPC to the requesting party (if the request is creation of barangay); and, Prepare a reply letter stating the counts (if the request is 	None	1 day 1 week upon receipt of validated inputs from PSA Field Office	Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief Statistical Specialist (CSS)

	sitio/purok) to the requesting party;			
-	The CPC is to be submitted to NS for Signature	None	2 days	NCSANS/CTC O DNS/National Statistician
	The request will be provided to the client at the most convenient platform (e.g. email).	None	1 day	Chief Statistical Specialist (CSS)
			11 days	
CASE 2: If the request is received at Central Office and request is lower than barangay level				
Client submits the request for certification of population count (CPC). Mode of request may be through walk-in, letter/courier, or email.	The CSS of the Population and Housing Census Division (PHCD) is to request the concerned Provincial Statistical Office (PSO), through its Regional Statistical Services Office (RSSO), to verify the boundaries to be able to determine the population counts of the sitio/purok being requested.	None	1 day	CSS of the PHCD
-	The Chief Statistical Specialist (CSS) of the PSO (PSO-CSS) is to ascertain area boundaries (conduct field work, if necessary) and determine the household serial number (HSN) of the sitio/purok)	None	1week	PSO-CSS

-	The PSO-CSS is to submit the maps highlighting the boundaries of the requested area and Form 1 to Central office for review/evaluation.	None	3 days	PSO-CSS
	<p>The CSS of the PHCD is to check if the maps and Form 1 are complete and verify that the boundaries of the area requested is clearly identified in the maps and the corresponding HSN in Form 1</p> <p>If maps are clearly covered and HSN in Form 1 are completely identified, the count is to be computed for the requested area. Proceed to Step 1 of Case 1 (CPC at the CO).</p> <p>Otherwise, PHCD is to send feedback to PSO. Then proceed to Step 2 of Case 2 (CPC at the CO).</p>	None	<p>3 days</p> <p>1 day</p> <p>1 day</p>	<p>Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief Statistical Specialist (CSS)</p>
			16 days	
• CPC at the Regional Statistical Services Office (RSSO)				
CASE 1: If the request is received at RSSO and request is NOT lower than barangay level				
Client submits the request for CPC at the RSSO. Mode of request may be through walk-in, letter/courier, or email.	Statistical Operations and Coordination Division (SOCD) - CSS of the RSSO is to prepare and issue CPC and reply letter.	None	1 day	RSSO-SOCD-CSS

-	The CPC is to be submitted to Regional Director (RD) for Signature	None	1 day	RSSO-SOCD-CSS /RD
-	The request will be provided to the client at the most convenient platform (e.g. email). Provide a copy of the signed CPC to the Central Office and to the concerned Provincial Statistical Office (PO)	None	1 day 1 day	RSSO-SOCD-CSS CTCO-NCS-PHCD/ RSSO-SOCD-CSS / Concerned PSO-CSS
			5 days	
CASE 2: If the request is received at RSSO and request is lower than barangay level				
The client submits the request for CPC at the RSSO. Mode of request may be through walk-in, letter/courier, or email.	SOCD – CSS of the RSSO is to request the concerned PSO to verify the boundaries and to determine the population count of the sitio/purok being requested.	None	3 days	RSSO-SOCD-CSS /Concerned PSO-CSS
	The PSO-CSS is to ascertain the boundaries and determine the household serial numbers (HSN) of the sitio/purok being requested. PSO-CSS is to submit the maps highlighting the boundaries of the requested area and Form 1 to CO through RSSO for review and evaluation.	None	1 week 3 days	Concerned PSO-CSS Concerned PSO-CSS/ RSSO-SOCD-CSS/ CTCO-NCS-PHCD
	At the RSSO, SOCD – CSS is to check if the	None	3 days	RSSO-SOCD-CSS

	<p>maps and Form 1 are completed and verified that the boundaries of the area requested is clearly identified in the maps and the corresponding HSN in Form 1</p> <p>If maps are not clearly covered and HSN in Form 1 are not clearly identified, SOCD – CSS should send feedback to the PO.</p> <p>Otherwise, RSSO should submit the maps and Form 1 to the CO.</p>		<p>3 days</p> <p>1 day</p>	<p>RSSO-SOCD-CSS/ Concerned PSO-CSS</p> <p>RSSO-SOCD-CSS/ CTCO-NCS-PHCD</p>
	<p>At the CO, the PHCD-CSS is to check if the maps are not clearly covered and HSN in Form 1 are not clearly identified, send feedback to the field office.</p> <p>If maps are not clearly covered and HSN in Form 1 are not completely identified, send feedback to the field office. Proceed to Step 3 of Case 2 (CPC at the RSSO).</p> <p>Otherwise, the count is to be computed for the requested area.</p>	None	<p>3 days</p> <p>1 day</p> <p>1 day</p>	<p>CSS of the PHCD</p> <p>CSS of the PHCD/ RSSO-SOCD-CSS/ Concerned PSO-CSS</p> <p>CSS of the PHCD</p>

	At the CO, PHCD is to prepare a reply letter stating the counts to the requesting party;	None	1 day	Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief Statistical Specialist (CSS)
	The CPC is to be submitted to NS for Signature	None	12 days	NCS ANS/CTCO DNS/National Statistician
	The request will be provided to the client at the most convenient platform (e.g. email).	None	1 day	Chief Statistical Specialist (CSS)
			29 days	
CPC at the Provincial Statistical Office (PSO)				
CASE 1: If the request is received at PSO and request is NOT lower than barangay level				
Client submits the request for certification of population count (CPC). Mode of request may be through walk-in, letter/courier, or email.	The PSO is to prepare and issue CPC and prepare a reply letter	None	1 day	Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief Statistical Specialist (CSS)
-	The request will be provided to the client at the most convenient platform (e.g. email) Provide a signed copy to CO and RSSO	None	3 days	Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief

				Statistical Specialist (CSS)
			4 days	
CASE 2: If the request is received at PSO and request is lower than barangay level				
Client submits the request for certification of population count (CPC). Mode of request may be through walk-in, letter/courier, or email.	The PSO is to ascertain area boundaries (conduct field work, if necessary) and determine the household serial number (HSN) of the sitio/purok)	None	5 days	Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief Statistical Specialist (CSS)
-	The PSO is to submit the maps highlighting the boundaries of the requested area and Form 1 to CO through RSSO for review/evaluation.	None	2 days	Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief Statistical Specialist (CSS)
-	The SOCD is to check if the maps and Form 1 are completed and verified that the boundaries of the area requested is clearly identified in the maps and the corresponding HSN in Form 1 If maps are clearly covered and HSN in Form 1 are completely identified, the maps are to be submitted to CO.	None	2 days	Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief Statistical Specialist (CSS)

	Otherwise, SOCD is to send feedback to PSO. The PSO is to verify/update the submitted maps and form. Then proceed to Step 2 of Case 2 (CPC at the PSO).			
-	<p>The CO is to check if the maps and Form 1 are completed and verified that the boundaries of the area requested is clearly identified in the maps and the corresponding HSN in Form 1</p> <p>If maps are clearly covered and HSN in Form 1 are completely identified, the count is to be computed for the requested area. PSO is to issue a reply letter stating the estimated population counts.</p> <p>Otherwise, PHCD-CSS is to send feedback to RSSO. Then proceed to Step 2 of Case 2 (CPC at the PSO).</p>	None	<p>3 days</p> <p>1 day</p> <p>1 day</p>	<p>Statistical Analyst (SA), Statistical Specialist II (SSII), Supervising Statistical Specialist (SuSS), Chief Statistical Specialist (CSS)</p>
			14 days	

CIVIL REGISTRY SYSTEM OUTLET

REGIONAL OUTLET

External Services

1. Authentication of Birth Certificate (Walk-in clients) at PSA Civil Registry System– Regional Outlet

PSA authenticates recently registered birth document of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Regional Statistical Services Office (RSSO)	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirement for all types of Requesters		
Certified photocopy of the Birth Certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.
Additional Requirements by Type of Requester		PSA Civil Registry System– Regional Outlet
1. Principal (Document Owner)		
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
2. Authorized Representative		
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		Document owner (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder:		
For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide		

scanned/or photocopy of the passport as valid ID.	
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID.	Document owner
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter) and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4. Special Cases Clients	
4.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public

Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 1) Barangay Certification that the minor is in the custody of the requesting party/ guardian (1 original) 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian	Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for the authentication of his/her own birth document, spouse, parents and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.2 Physically Challenged Client/PWD requesting for the authentication of	

his/her own birth document, spouse, parents & son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.3 Pregnant Woman requesting for the authentication of her own birth document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Birth Certificate (White Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth	None	5 minutes	Information Marshal, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry System– Regional Outlet Outlet Supervisor, PSA Civil Registry System– Regional Outlet or

				Outlet Manager/ Regional Director, RSSO
<p>2. Submit the required documents to the Payment Window for completeness check.</p> <ul style="list-style-type: none"> - Regular Clients Payment Windows - Priority Clients Payment Windows 	<p>2.1 Screen the certified photocopy of the Birth Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.</p>	None	10 minutes	<p>Collecting Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>3. Pay the corresponding fee for the request.</p> <p><u>Reminder:</u></p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF and certified photocopy of Birth Certificate to the Request Service Officer (RSO) for verification from the</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p>

	Civil Registry System (CRS) Database.			or Outlet Manager/ Regional Director, RSSO
4. Proceed to the Releasing Area.	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF – Birth Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that the document being requested for authentication is already <u>available in the CRS Database</u>, the application is treated as copy issuance.</p> <p>4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA).</p> <p>4.1.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.1.4 Match and sort the printed document with the corresponding AF.</p>	None	2 hours	<p>Request Service Officer, PSA Civil Registry System– Regional Outlet</p> <p>Barcode Controller, PSA Civil Registry System– Regional Outlet</p> <p>Sorter/Matcher, PSA Civil Registry</p>

	<p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO verify the specimen signature of the C/MCR (issuing officer) from the CICA System.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/ signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for release to the Releasing Area.</p>			<p>System— Regional Outlet</p> <p>Team Leader, PSA Civil Registry System— Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System— Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
5. Wait for the document owner's name to be called.	<p>5.1 Announce in batch the names of the document owner/authorized representative and the type of document that are ready for release.</p> <p>5.2 For those authentication requests that failed the validation process, return the Birth Certificate submitted for authentication together with the</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System— Regional Outlet</p> <p>Team Leader, PSA Civil Registry System— Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System— Regional Outlet</p>

	<p>Rejection Slip to the claimant.</p> <p>5.2.1 Advise the Client to get another certified photocopy of the Birth Certificate from the LCRO.</p>			<p>or Outlet Manager/OIC-Regional Director, RSSO</p>
<p>6. Fall in line at the Releasing Window where the client's name was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
<p>7. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor,</p>

	<p>and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p> <p>7.5 Release the document to the claimant.</p>			<p>PSA Civil Registry System—Regional Outlet</p> <p>or</p> <p>Outlet Manager/Regional Director, RSSO</p>
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 1: AUTHENTICATION OF BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u>				

2. Authentication of Death Certificate (Walk-in clients) at PSA Civil Registry System – Regional Outlet

PSA authenticates recently registered death document of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Regional Statistical Services Office (RSSO)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Basic Requirement for all types of Requesters			
Certified photocopy of the Death certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.	
Additional Requirements by Type of Requester		PSA Civil Registry System – Regional Outlet	
1. Principal (Spouse, Parent, Son/Daughter)			

Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System – Regional Outlet
2. Other Special Case Requester	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent and Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System – Regional Outlet
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 1) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original) 2) School ID/Report Card of the deceased that indicates the name of the requester as guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides. Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian complete with CLEAR PHOTO, FULL PRINT IN NAME, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

Completely filled-up Application Form (AF) -Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3. Priority Clients	
3.1 Senior Citizen requesting for the authentication of death certificate of his/her spouse, parent and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3.2 Physically Challenged Client/PWD requesting for the authentication of death certificate of his/her spouse, parents and son/daughter	
PWD Identity Document (ID) Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3.3 Pregnant Woman requesting for the authentication of death certificate of his/her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) -Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Get an Application Form - Death Certificate (Yellow Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.</p>	<p>1.1 Ensure that the necessary AF-Death Certificate is made available at the Information Marshal's booth.</p>	<p>None</p>	<p>5 minutes</p>	<p>Information Marshal, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System–Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
<p>2. Submit the required documents to the Payment Window for completeness check.</p> <ul style="list-style-type: none"> - Regular Clients Payment Windows - Priority Clients Payment Windows 	<p>2.1 Screen the certified photocopy of the Death Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the</p>	<p>None</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System–Regional Outlet</p> <p>or Outlet Manager/Regional Director,</p>

	authenticated document.			RSSO
<p>3. Pay the corresponding fee for the request.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF and the certified photocopy of Death Certificate submitted for authentication to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
4. Proceed to the Releasing Area.	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Death Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that the document being requested for authentication is already <u>available in the CRS database</u>, the application is</p>	None	2 hours	Request Service Officer, PSA Civil Registry System—Regional Outlet

	<p>treated as copy issuance.</p> <p>4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA).</p> <p>4.1.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.1.4 Match and sort the printed document with the corresponding AF.</p> <p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO to verify the specimen signature of the C/MCR (issuing officer) from the CICA System.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/ signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for</p>			<p>Barcode Controller, PSA Civil Registry System—Regional Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
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	release to the Releasing Area.			
5. Wait for the name of the deceased person's to be called.	<p>5.1 Announce in batch the names of the deceased person/requesting party and the type of documents that are ready for release.</p> <p>5.2 For those authentication requests that failed the validation process, return the Death Certificate submitted for authentication together with the Rejection Slip to the claimant.</p> <p>5.2.1 Advise the client to get another certified photocopy of the Death Certificate from the LCRO.</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
<p>6. Fall in line at the Releasing Window where the name of the deceased person's was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System–Regional Outlet</p> <p>or</p>

				Outlet Manager/ Regional Director, RSSO
7. Check the document. Sign the “Received by” portion at the back of the AF and indicate the date of receipt.	7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as “RELEASED” and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the document to the claimant.	None	5 minutes	Releasing Officer, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry System– Regional Outlet Outlet Supervisor, PSA Civil Registry System– Regional Outlet or Outlet Manager/ Regional Director, RSSO
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 2: AUTHENTICATION OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u>				

3. Authentication of Marriage Certificate (Walk-in clients) at PSA Civil Registry System–Regional Outlet

PSA authenticates recently registered marriage document of contracting parties not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Regional Statistical Services Office (RSSO)	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirement for all types of Requesters		
Certified photocopy of the Marriage certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.
Additional Requirements by Type of Requester		PSA Civil Registry System– Regional Outlet
1. Principal (Spouses/Husband and Wife)		
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal’s booth of Application Area PSA Civil Registry System Outlet – Regional Outlet
2. Direct Descendant (Son/Daughter)		
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal’s booth of Application Area, PSA Civil Registry System– Regional Outlet
3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/Brother/Sister/Grandparent)		
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

(1 original and 1 photocopy)	(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/copy of the passport as the valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID.	Any of the contracting parties (husband or wife) authorizing the representative
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5. Priority Clients	

5.1 Senior Citizen requesting for the authentication of his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.2 Physically Challenged Client/PWD requesting for the authentication of his/her own marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.3 Pregnant Woman requesting for authentication of her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Marriage Certificate (Pink Form) from the Information Marshal's booth and fill-out the required information in	1.1 Ensure that the necessary AF- Marriage Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Regional Outlet Team Leader,

PRINTED LETTERS.				PSA Civil Registry System—Regional Outlet Outlet Supervisor, PSA Civil Registry System—Regional Outlet or Outlet Manager/Regional Director, RSSO
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - Priority Clients Payment Windows	2.1 Screen the certified photocopy of the Marriage Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.	None	10 minutes	Collecting Officer, PSA Civil Registry System—Regional Outlet Team Leader, PSA Civil Registry System—Regional Outlet Outlet Supervisor, PSA Civil Registry System—Regional Outlet or Outlet Manager/Regional Director, RSSO
3. Pay the corresponding fee for the request. Reminder: Check the details in the issued Official Receipt (OR).	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the date and	Total Fee Php 155.00 per copy Breakdown: Processing Fee: - Php 125.00	10 minutes	Collecting Officer, PSA Civil Registry System—Regional Outlet Team Leader, PSA Civil Registry

Make sure to count the change before leaving the counter.	<p>estimated time of release.</p> <p>3.3 Forward the AF and certified photocopy of the Marriage Certificate submitted for authentication to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	Documentary Stamp Tax - Php 30.00		<p>System— Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System— Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
4. Proceed to the Releasing Area.	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Marriage Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that the document being requested for authentication is already <u>available in the CRS database</u>, the application is treated as copy issuance.</p> <p>4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA).</p> <p>4.1.3 Control the printed document in SECPA using the</p>	None	2 hours	Request Service Officer, PSA Civil Registry System— Regional Outlet

	<p>QMS Releasing Manager application.</p> <p>4.1.4 Match and sort the printed document with the corresponding AF.</p> <p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO to verify the specimen signature of the issuing officer from the LCRO.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/ signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System—Regional Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
5. Wait for the document owner's (husband's name)/requesting party's name to be called.	<p>5.1 Announce in batch the names of document owners/authorized representatives and the type of document that are ready for release.</p> <p>5.2 For those authentication requests that failed</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p>

	<p>the validation process, return the Marriage Certificate submitted for authentication together with the Rejection Slip to the claimant.</p> <p>5.2.1 Advise the client to get another certified photocopy of the Marriage Certificate from the LCRO.</p>			<p>Outlet Supervisor PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>6. Fall in line at the Releasing Window where the document owner's (husband) name was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the document owner/authorized representative to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>7. Check the document.</p> <p>Sign the "Received by" portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant,</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry</p>

	<p>type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p> <p>7.5 Release the document to the claimant.</p>			<p>System– Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 3: AUTHENTICATION OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u>				

4. Copy Issuance of Birth Record or Birth Certificate (Walk-in clients) at PSA Civil Registry System– Regional Outlet

Provision of copy of the birth document of an individual available in the PSA Civil Registry Database (converted documents).

Office or Division:	Regional Statistical Services Office (RSSO)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
By Type of Requester	WHERE TO SECURE
1. Principal (Document Owner)	PSA Civil Registry System– Regional Outlet
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies , Non-Government Organizations, Private entities, Schools/Colleges/Universities

	(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
2. Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by the official authority (1 original and 1 photocopy) Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Document owner (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID.	Document owner
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	

Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4. Special Cases Clients	
4.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form)	Information Marshal's booth of Application Area

accomplished in PRINTED LETTERS (1 copy)	PSA Civil Registry System– Regional Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or Local Government Units (LGUs)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal booth of Application Area PSA Civil Registry System– Regional Outlet
5.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
6. First Time Job Seeker (RA 11261)	
<u>Reminder:</u> Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once.	

Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer
Oath of Undertaking executed by the First Time Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seeker currently resides
Valid Identity Document (ID) of the First Time Job Seeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Public Assistance and Complaint Desk inside the PSA Civil Registry System– Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Birth Certificate (White Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry System– Regional Outlet Outlet Supervisor, PSA Civil Registry System– Regional Outlet or Outlet Manager/ Regional Director, RSSO
2. Submit the required documents to the Payment Window for completeness check.	2.1 Screen the AF and the requirements. 2.2 Encode the details of the	None	10 minutes	Collecting Officer, PSA Civil Registry System– Regional Outlet

<p>- Regular Clients Payment Windows</p> <p>- Priority Clients Payment Windows</p> <p>- First Time Job Seeker, proceed to Public Assistance and Complaint Desk (PACD) inside the outlet</p>	<p>request.</p> <p>2.3 Return the ID and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For first time job seeker:</u></p> <p>2.4 Stamp the submitted requirements as officially "Received by" PSA, indicate therein the date of receipt and collect them.</p> <p>2.4.1 Attach requirements to the AF and label it as Pro-Bono.</p> <p>2.4.2 Record the request in the logbook for control and reporting purposes.</p>			<p>PACD Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>3. Pay the corresponding fee for the request.</p> <p><u>Reminder:</u></p> <p>Check the details in the issued Official Receipt (OR).</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the OR the date and estimated time of release.</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Regional Outlet</p>

Make sure to count the change before leaving the counter.	<p><u>For first time job seeker:</u></p> <p>Remind him/her that he/she can avail of the free copy issuance of his/her birth from the PSA only once. Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Documentary Stamp Tax -Php 30.00</p> <p>Pursuant to RA 11261, the issuance of one (1) copy of the birth certificate for a first time job seeker is to be issued for <u>FREE</u></p>		<p>PACD Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
4. Proceed to the Releasing Area.	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be</p>	None	<p>2 hours</p> <p><u>Reminder:</u></p> <p>Processing time maybe extended depending on the result of verification from the CICA System.</p>	<p>Request Service Officer, PSA Civil Registry System– Regional Outlet</p> <p>Help Desk Officer Unisys Managed Services Corp.,</p>

	<p>addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case the image of the birth document from the CRS database is blurred, RSO to attach a note to the AF-Birth Certificate with a message</p>			<p>Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) – CRS Bldg., Quezon City</p>
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	<p>“Blurred Image” to inform the Document Controller and Matcher/Sorter.</p> <p>4.3 Control the printed document in the SECPA in using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF-Birth Certificate.</p> <p>4.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System–Regional Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
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5. Wait for the document owner's name to be called.	5.1 Announce in batch the names of the document owners/authorized representatives and the type of requests that are ready for release.	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
<p>6. Fall in line at the Releasing Window where the client's name was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p>6.2.1 In case the image of the birth document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/Regional Director,</p>

	<p><u>Reminder:</u></p> <p>The client must be given an option for a clearer copy of the birth document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested birth document subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p>			RSSO
<p>7. Check the document</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p> <p>7.5 Release the requested document to the claimant.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 4: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS THREE (3) HOURS EXCLUSIVE OF QUEUEING TIME.

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 61) Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No
 - Transaction Number
 - Complete details of the request
 - Description of the problem
- 62) RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 63) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 64) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of birth documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of birth record from the CRS Database have extra or excess page(s) as follows: <ul style="list-style-type: none"> • Foot print of the child • Photo of the document owner • Marriage Contract of parents • A record stamp with LCRs signature • Other attachments with foreign languages 	1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	

	<p>1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division, CRS Bldg. (CRMD), East Avenue, Quezon City</p>	<p>Refer to <u>Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</u></p>
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	2.6 Print the re-scanned image in CRS Security Paper (SECPA).		Refer to <u>Service 9</u> . Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513
3. Image of the birth record from the CRS Database is inverted or defective.	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p>	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City	

	<p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</u></p>
5. Image of the birth document from the CRS Database is blurred (or with unreadable entries)	5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.		

	<p>5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>5.6 Print the re-scanned image in CRS</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	Refer to <u>Service 9. Processing of Civil</u>
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	<p>Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <p>The client must be given an option to request for a clearer copy of the birth document through re-scanning of the image.</p>		<p>Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>6. Double or multiple birth records are available in the CRS Database.</p>	<p>6. Double or multiple registration of a vital event is not allowed.</p> <p>6.1 RSO shall assess the records and issue the timely registered document.</p> <p>6.2 RSO shall accomplish the multiple registration form.</p> <p>6.3 Log the document details to the CRS Help Desk System for Bren Linking.</p> <p>6.4 HDO forwards to concerned Back-End Unit for appropriate action.</p> <p>6.5 Print the timely registered birth record in CRS Security Paper (SECPA).</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit, Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 8</u>. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511</p>
<p>7. Birth image has incorrect index in the CRS Database.</p>	<p>7. All birth images with incorrect indices must be updated and</p>		

	<p>submitted for correction.</p> <p>7.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>7.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <p>It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification.</p>	<p>Production and Maintenance Unit, Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	<p>Refer to <u>Service 8</u>. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511</p>
<p>8. Verification from the CRS Database resulted to Negative Certification but with previously issued birth record.</p>	<p>8. In the event that the RSO, even after thorough investigation from the CRS Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>8.1 PACD/Care Officer to require a photocopy of previously issued</p>	<p>PACD Officer,</p>	

	<p>document from the client.</p> <p>8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the birth document if available.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>8.6 Print the result of the manual verification in CRS Security Paper (SECPA)</p>	<p>PSA Civil Registry System– Regional Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	
<p>TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 4: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS <u>SEVEN (7) DAYS.</u></u></p>			

5. Copy Issuance of Death Certificate (Walk-in clients) at PSA Civil Registry System– Regional Outlet

Provision of copy of the death certificate of the deceased person available in the PSA Civil Registry System (CRS) Database (converted documents).

Office or Division:	Regional Statistical Services Office (RSSO)	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
By Type of Requester		PSA Civil Registry System– Regional Outlet
1. Principal (Spouse, Parent, Son/Daughter)		
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
2. Special Case Clients		
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)		
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
2.2 Guardian of the deceased person, below 18 years old (minor)		
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;		Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:		Lawyer/Notary Public
1) Barangay Certification that the		Office of the Barangay where the Guardian currently resides.

<p>deceased was living with the requesting party as his/her guardian at the time of death (1 original)</p> <p>2) School ID/Report Card of the deceased that indicate the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Educational institution recognized by the Department of Education.</p>
<p>Valid Identity Document (ID) of the Guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>3. Priority Clients</p>	
<p>3.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter</p>	
<p>Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.</p>
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter</p>	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.</p>
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>3.3 Pregnant Woman requesting for the death certificate of her own spouse, parents and son/daughter</p>	

Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Death Certificate (Yellow Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Death Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry System– Regional Outlet Outlet Supervisor, PSA Civil Registry System– Regional Outlet or Outlet Manager/ Regional Director, RSSO
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - Priority Clients Payment Windows	2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the	None	10 minutes	Collecting Officer, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry

	requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.			System– Regional Outlet Outlet Supervisor, PSA Civil Registry System– Regional Outlet or Outlet Manager/ Regional Director, RSSO
3. Pay the corresponding fee for the request. <u>Reminder:</u> Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the date and estimated time of release. 3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.	<u>Total Fee</u> Php 155.00 per copy Breakdown: Processing Fee: - Php 125.00 Documentary Stamp Tax - Php 30.00	10 minutes	Collecting Officer, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry System– Regional Outlet Outlet Supervisor PSA Civil Registry System– Regional Outlet or Outlet Manager/ Regional Director, RSSO
4. Proceed to the Releasing Area.	4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Death Certificate.	None	2 hours <u>Reminder:</u> Processing time maybe	Request Service Officer, PSA Civil Registry System– Regional Outlet

	<p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No -Transaction Number -Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL inform the client on the situation and on the rescheduled date of release</p>		<p>extended depending on the result of verification from the CICA System</p>	<p>Help Desk Officer Unisys Managed Services Corp. Ground Floor, CVEA Bldg. PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., Quezon City</p>
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	<p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case, the image of the death document from the CRS database is blurred, RSO to attach a note to the AF-Death Certificate with a message “Blurred Image” to inform the Document Controller and Matcher/Sorter</p> <p>4.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF.</p> <p>5.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System–Regional Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Regional Outlet</p> <p>or Outlet Manager/</p>
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				Regional Director, RSSO
5. Wait for the name of the deceased person's to be called.	5. Announce in batch the names of the deceased person and the type of document being requested that are ready for release.	None	20 minutes	Releasing Officer, PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet Outlet Supervisor, PSA Civil Registry System–Regional Outlet or Outlet Manager/Regional Director, RSSO
6. Fall in line at the Releasing Window where the name of the deceased person's was called. Present the OR and other requirements.	6.1 Check the OR as to the scheduled date and time of release. 6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request. 6.2.1 In case, the image of the death document from the CRS Database is blurred, Care Officer to explain to the	None	10 minutes	Releasing Officer, PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet Outlet Supervisor PSA Civil Registry System–Regional Outlet

	<p>client the quality of the printed document.</p> <p><u>Reminder:</u></p> <p>The client must be given an option to have a clearer copy of the death document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested death document be subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p>			<p>or Outlet Manager/ Regional Director, RSSO</p>
<p>7. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>

	7.5 Release the requested document to the claimant.			
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 5: COPY ISSUANCE OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u>				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

65) Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:

- Image ID No.
- Transaction Number
- Complete details of the request
- Description of the problem

66) RSO to wait for the notification from the HDO if the image is okay and ready for printing.

67) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.

68) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of the death record from the CRS Database have extra or excess page(s).	<p>1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p>	Help Desk Officer Unisys Managed Services Corp.,	

	<p>-Image ID No. -Transaction Number -Complete details of the request -Description of the problem</p> <p>1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive</p>
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			through Help Desk System on page 513
2. RSO after logging the details based on the application form, found another image of the death record from the CRS Database even with the correct index details (mismatched Image)	<p>2. The mismatched image should not be printed.</p> <p>2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>uploaded to the CRS Database.</p> <p>2.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>(PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>3. Image of the death record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
5. Image of the death document from the CRS Database is	5. Blurred copies of document/s from the CRS database, if possible, should not be		

	<p>Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <p>The client must be given an option to request for a clearer copy of the death document through re-scanning.</p>	CRS Bldg., East Avenue, Quezon City	Refer to <u>Service 9.</u> Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513
6. Image of the death document has incorrect index in the CRS Database.	<p>6. All death images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <p>It is only after the request for index correction has been approved that the RSO can proceed with the printing of the result of verification.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	Refer to <u>Service 8.</u> Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511
7. Verification from the CRS Database resulted to Negative Certification but with	7. In the event that the RSO, even after thorough verification from the CRS Database resulted to		

<p>previously issued death record.</p>	<p>the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>7.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the death document if available.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>7.6 Print the result of the manual verification</p>	<p>PACD Officer, PSA Civil Registry System— Regional Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	
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	in CRS Security Paper (SECPA).		
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6. Copy Issuance of Marriage Certificate (Walk-in clients) at PSA Civil Registry System– Regional Outlet

Provision of copy of the Contract of Marriage between two individuals available in the PSA Civil Registry Database (converted documents).

Office or Division:	Regional Statistical Services Office (RSSO)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By Type of Requester		PSA Civil Registry System– Regional Outlet	
1. Principal (Spouses/Husband and Wife)			
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet	
2. Direct Descendant (Son/Daughter)			
Valid Identity Document (ID) of the of direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINTS, SIGNATURE and issued by an official authority (1 original and 1 photocopy).		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet	
3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/Brother/Sister/Grandparent)			
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public	

Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) <u>Reminder:</u> For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID.	Any of the contracting parties (husband or wife) authorizing the representative

Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.3 Pregnant Woman requesting for her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
6. First Time Job Seeker (RA 11261)	
<u>Reminder:</u> Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once	

Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer
Oath of Undertaking executed by the First Time Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seekers currently resides
Valid Identity Document (ID) of the first time job seeker with PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Marriage Certificate (Pink Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Marriage Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry System– Regional Outlet Outlet Supervisor, PSA Civil Registry System– Regional Outlet or Outlet Manager/ Regional Director, RSSO
2. Submit the required documents to the Payment Window for	2.1 Screen the AF and the requirements.	None	10 minutes	Collecting Officer, PSA Civil Registry

<p>completeness check.</p> <p>- Regular Clients Payment Windows</p> <p>- Priority Clients Payment Windows</p> <p>- First Time Job Seeker, proceed to Public Assistance and Complaint's Desk (PACD) inside the outlet.</p>	<p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For first time job seeker:</u></p> <p>2.4 Stamp the submitted requirements as officially "Received by" PSA, indicate therein the date of receipt and collect them.</p> <p>2.4.1 Attach the requirements to the AF and label it as Pro-Bono.</p> <p>2.4.2 Record the request in the logbook for control and reporting purposes.</p>			<p>System– Regional Outlet</p> <p>PACD Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>3. Pay the corresponding fee for the request.</p>	<p>3.1 Accept the corresponding payment and generate</p>	<p><u>Total Fee</u> Php 155.00 per copy</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry</p>

<p><u>Reminder:</u></p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p><u>For first time job seeker:</u></p> <p>Remind him/her that he/she can avail of the free copy issuance of his/her marriage certificate from the PSA only once. Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p> <p>Pursuant to RA 11261, issuance of (1) one copy of marriage certificate of a first time job seeker is to be issued for <u>FREE</u></p>		<p>System– Regional Outlet</p> <p>PACD Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>4. Proceed to the Releasing Area.</p>	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF.</p> <p>As per business rule, RSO must conduct at least four (4) unique</p>	<p>None</p>	<p>2 hours</p> <p><u>Reminder:</u></p> <p>Processing time maybe extended depending on the result of</p>	<p>Request Service Officer, PSA Civil Registry System– Regional Outlet</p>

	<p>queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No -Transaction Number <p>Complete details of the request</p> <ul style="list-style-type: none"> -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case the image of the marriage document from the</p>		<p>verification from the CICA System</p>	<p>Help Desk Officer Unisys Managed Services Corp. Ground Floor, CVEA Bldg. PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., Quezon City</p>
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	<p>CRS database is blurred, RSO to attach a note to the AF-Marriage Certificate with a message "Blurred Image" to inform the Document Controller and Matcher/Sorter.</p> <p>4.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF.</p> <p>4.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System—Regional Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
5. Wait for the document owner's	5. Announce in batch the names of document	None	20 minutes	Releasing Officer,

(husband's name)/requesting party's name to be called.	owners/authorized representatives and the type of requests that are ready for release.			<p>PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>6. Fall in line at the Releasing Window where the document owner's (husband's name) was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p>6.2.1 In case the image of the marriage document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <p>The client must be given an option to have</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director,</p>

	<p>a clearer copy of the marriage document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested marriage document be subjected to re-scanning, Care Officer to inform the client on the Request for Property Accountability Form, email, list of summary accountability re-scheduled date of release.</p>			RSSO
<p>7. Check the document.</p> <p>Sign the "Received by" portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as "RELEASED" and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director,</p>

	7.5 Release the requested document to the claimant.			RSSO
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 6: COPY ISSUANCE OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u>				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

69) Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:

- Image ID No.
- Transaction Number
- Complete details of the request
- Description of the problem

70) RSO to wait for the notification from the HDO if the image is okay and ready for printing.

71) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.

72) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	1. The copy of the marriage record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 RSO to log the problem to the CRS Help Desk System	Help Desk Officer	

			scanning from the Central Archive through Help Desk System on page 513
2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)	<p>2. The mismatched image should not be printed.</p> <p>2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>3. Image of the marriage record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>4. Image of the marriage record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request 	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>-Description of the problem</p> <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</u></p>
5. Image of the marriage document	5. Blurred copies of document/s from the		

<p>from the CRS Database is blurred (or with unreadable entries)</p>	<p>CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Outlet to wait for the re-scanned image</p>	<p>.</p> <p>Help Desk Officer, Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, , Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register</p>	
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	<p>to be uploaded to the CRS Database.</p> <p>5.6 Print the re-scanned image in CRS Security Paper (SECPA)</p> <p>REMINDER:</p> <p>The client must be given an option to request for a clearer copy of the marriage document through re-scanning of the image.</p>	<p>Management Division (CRMD), CRS Bldg., East Avenue, , Quezon City</p>	<p>Refer to <u>Service 9.</u> Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>6. Image of the marriage document has incorrect index in the CRS Database.</p>	<p>6. All marriage images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p>REMINDER:</p> <p>It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, , Quezon City</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, , Quezon City</p>	<p>Refer to <u>Service 8.</u> Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511</p>
<p>7. Verification from the CRS Database resulted to Negative Certification but with</p>	<p>7. In the event that the RSO, even after thorough verification from the CRS</p>		

<p>previously issued marriage record.</p>	<p>Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>7.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the marriage document if available.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and</p>	<p>PACD/Care Officer, PSA Civil Registry System– Regional Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, , Quezon City</p>	
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	Maintenance Unit (PMU).		
	7.6 Print the result of the manual verification in CRS Security Paper (SECPA).		
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 6: COPY ISSUANCE OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS <u>SEVEN (7) DAYS</u>.			

7. Issuance of Certification of No Marriage Record/Existence of Marriage Record (Walk-in Clients) at PSA Civil Registry System – Regional Outlet

Provision of certification to an individual as to whether a record(s) of marriage(s) (CEMAR) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENOMAR).

Office or Division:	Regional Statistical Services Office (RSSO)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
By Type of Requester	PSA Civil Registry System– Regional Outlet
1.Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
2.Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Document owner (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Reminder:	

For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.	
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID.	Document owner
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3. In case of death of the document owner, any of his/her immediate family member: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Death Certificate of the Document Owner (1 photocopy)	PSA/Local Civil Registry Office (LCRO)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4. Special Cases Clients	

4.1 Guardian of a document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ol style="list-style-type: none"> 1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 2) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy) 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person other than his/her immediate family member (Brother/Sister/Grandparent/Grandchild)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Death Certificate of the Document Owner (1 photocopy)	PSA/Local Civil Registry Office (LCRO)
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5. Priority Clients	

5.1 Senior Citizen requesting for his/her own document and his/her spouse				
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)		
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet		
5.2 Physically Challenged Clients/PWDs requesting for his/her own document and his/her parent				
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.		
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet		
5.3 Pregnant Woman requesting for her own document and her spouse				
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)		
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Certificate of No Record of Marriage (Green Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-CENOMAR is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry System– Regional Outlet

				<p>Outlet Supervisor, PSA Civil Registry System–Regional Outlet</p> <p>or</p> <p>Outlet Manager/Regional Director, RSSO</p>
<p>2. Submit the required documents to the Payment Window for completeness check.</p> <p>- Regular Clients Payment Windows</p> <p>- Priority Clients Payment Windows</p>	<p>2.1 Screen the AF and the requirements.</p> <p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.</p>	None	10 minutes	<p>Collecting Officer, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Regional Outlet</p> <p>or</p> <p>Outlet Manager/Regional Director, RSSO</p>
<p>3. Pay the fee corresponding for the request.</p> <p><u>Reminder:</u></p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p>	<p><u>Total Fee</u> Php 210.00 per copy</p> <p>Breakdown:</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader,</p>

<p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Processing Fee: - Php 180.00</p> <p>Documentary Stamp Tax - Php 30.00</p>		<p>PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
	<p><u>PSA Internal Processes:</u></p> <p>3.4 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-CENOMAR.</p> <p>As per business rule, Request Service Officer (RSO) must conduct at least FORTY-FOUR (44) queries from the CICA System about the document owner as male and as female.</p> <p>3.4.1 In case the index of the CRD is incorrect or different from the information contained in the image, RSO to report and to submit the necessary index correction through the use of the Vital Event function</p>	<p>None</p>	<p>1 day</p> <p>(1 hour)</p>	<p>Request Service Officer, PSA Civil Registry System—Regional Outlet</p>

	<p>("F6") of the CICA System.</p> <p>3.4.2 RSO to wait for at least 30 minutes to an hour for the response/action taken by the Production and Maintenance Unit, Civil Register and Management Division (CRMD) on the request for index correction.</p> <p>3.4.3 RSO to check again the index if the request has been favourably considered.</p> <p>3.4.3.1 In the event that the index correction has not yet been approved, RSO to log the request to the Help Desk System for follow-up.</p> <p>3.4.3.2 RSO to inform the TL/OS for appropriate action.</p> <p>3.4.3.3 TL to notify the client on the problem and the unwanted delay in the processing of the request.</p> <p><u>Reminder:</u></p> <p>It is <u>only</u> after the request for index correction has been approved that the RSO can proceed with the printing of</p>	(10 minutes)	<p>Supervisor, Production and Maintenance Unit, CRMD East Ave., QC</p> <p>Help Desk Officer, Unisys Managed Services, Corp., PSA Complex, East Ave., QC</p> <p>Team Leader PSA Civil Registry System— Regional Outlet</p> <p>or Outlet Supervisor PSA Civil Registry</p>
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				RSSO
<p>4. Proceed to Releasing Window 7 on the scheduled date and time of release.</p> <p>Present the OR and complete requirements to the Releasing Officer.</p>	<p>4.1 Check the OR as to the scheduled date and time of release.</p> <p>4.2 Search for the requested certification.</p> <p>4.3 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the requested document.</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
<p>5. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>5.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>5.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release.</p> <p>5.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>5.4 Affix the initials of the Releasing Officer in the OR.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Regional Outlet</p> <p>or Outlet Manager/Regional Director,</p>

	5.5 Release the document to the claimant.			RSSO
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 10</u>: ISSUANCE OF CERTIFICATION OF NO MARRIAGE RECORD/EXISTENCE OF MARRIAGE RECORD (WALK-IN CLIENT) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>ONE (1) DAY AND TWO (2 HOURS)</u>, EXCLUSIVE OF QUEUEING TIME.				

8. Processing and Issuance of Certificate of Registration of Authority to Solemnize Marriage (CRASM)

Marriage (CRACM)

Office or Division:	Civil Registration and Administrative Support Division	
Classification:	Complex	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	Solemnizing Officers thru PSA Provincial Statistical Office(PSA PSO)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none">1. Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to a person a person authorized to administer oath with affixed documentary stamp;2. Three copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. Pictures should not be computer generated to preserve its quality. In cases the person is using glasses, it should be removed to have a clear image of the person. The back of the ID picture should contain the signature of the applicant;3. A machine copy of appointment as priest, head, founder, bishop, pastor and minister of the religion or religious sect;4. Proper endorsement/designation/recommendation from the head of religion or religious sect to mention: the full name, nationality, complete address, location of the church, temple or mosque where the applicant regularly perform rites and indicate the extent of his territorial jurisdiction;5. Certified True Copy of Certificate of Live Birth;CTC of Marriage Certificate for married women: (If document is already		PSA Civil Registry Outlet

<p>available in the RSSO/PSO, no need to submit upon renewal)</p> <p>6. Alien Certificate of Registration (ACR) or Immigration Certificate of Registration (ICR) issued by the Commission on Immigration and Deportation (CID), in case the applicant is a citizen of a foreign country;</p> <p>7. Certified True Copy of Certificate of Ordination issued by his/her respective church; (No need to submit if copy is available on file at the RSSO/PSO)</p> <p>8. Certificate of Registration, Articles of Incorporations and by-laws, and updated General Information Sheet (G.I.S.) certified by the Head of the religion or religious sect. (Administrative Order No. 1, Series of 2007). (One copy per religious sect, no need to submit if one has already submitted)</p>				
STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement of applications for CRASM by the Chief Statistical Specialist to RSSO	RSSO clerk receives the documents	None (Already paid at the PSO)	2 minutes	Receipt and Control
2. Receipt and Control routes the complete documents	Receives the documents	none	2 minutes	SO Screener (Statistical Specialist II)
3. Screening and processing of application	1. Verification of PSO Endorsement 2. Verification of Recommending Officer's Record 3. Verification of SEC Registration 4. Conduct of field visit/ Re-visit personal interview (if necessary) 5. Approval/ Disapproval of application	None	4 days 1 day (if necessary)	SO Screener (Statistical Specialist II)

	6. Updating and/or encoding of SO record in SOIS database			
4. Printing of CRASM in SECPA	Countersign CRASM in SECPA	n/a	5 minutes	SO Screener (Statistical Specialist II)
5. Transmitting the CRASM to ORD	Approval/ Disapproval of application and signing of CRASM	n/a	1 hour	Regional Director
6. Preparation of transmittal of Approved CRASM	1. Affix Documentary stamps and dry seal 2. Transmit to PSO 3. Manual recording of CRASM 4. Archiving and filing of CRASM and other documents	n/a	30 minutes	Receipt and Control / SO Screener (Statistical Specialist II)
TOTAL PROCESSING TIME FOR <u>SERVICE 8</u>: UNDER NORMAL CIRCUMSTANCES, IS 4DAYS 1 HOUR AND 39 MINUTES EXCLUSIVE OF QUEUEING TIME.				

Internal Services

9. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database (Internal Process)

Production Vital Event Maintenance (ProdVE) is the correction of erroneous indices in the CRS database. The sources of corrections are from the reports submitted electronically by the PSA Civil Registry System Outlets through F6 function of the CICA System.

Office or Division:	Civil Register Management Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report from the PSA Civil Registry System Outlets regarding correction of index of a birth, marriage, or death certificate.	Help Desk System

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PSA Civil Registry System Outlets	1.1 Receipt and control of Index	None	5 minutes	ProdVE Approver,

submit to Help Desk System request for index correction.	correction from PSA Civil Registry System Outlets.				Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.2 Review and evaluate submitted documents for index correction.	None	10 minutes		
	1.2.1 If ok, update the index and inform the outlet thru Help Desk System.	None	5 minutes		
	1.2.2 If the copy of the document subject for index correction is blurred, request for manual retrieval of the document at Central Archive for validation.	None	10 minutes		
	1.2.2.1 Manually retrieve document from Central Archive.	None	2 days		
	1.2.2.2 If the document evaluated from Central Archive is consistent with the submitted index correction, approve the index correction.	None	5 minutes		Assistant Unit Supervisor, Central Archive, CRMD Amparo, Caloocan City
	1.2.2.3 Link the blurred image to the newly scanned clear copy in the CRS Database.	None	5 minutes		Supervisor, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.2.2.4 Update the index and inform the PSA Civil Registry System Outlets thru Help Desk System.	None	5 minutes		or Chief, Civil Register Management Division (CRMD)
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 8: PROCESSING OF REQUEST FOR INDEX CORRECTION OF CIVIL REGISTRY DOCUMENTS IN THE PSA CIVIL REGISTRY DATABASE, UNDER NORMAL CIRCUMSTANCES, IS <u>45 MINUTES</u>.					
TOTAL ESTIMATED PROCESSING TIME FOR DOCUMENT THAT REQUIRES MANUAL RETRIEVAL FROM CENTRAL ARCHIVE IS <u>2 DAYS AND 45 MINUTES</u>.					

10. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System (Internal Process)

Document that have extra or excess pages, mismatched image, inverted or defective image, corrupted or decrypted image, blurred or contains unreadable entries, need to be re-scanned or replaced to ensure that the proper document will be issued to the client.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report from the PSA Civil Registry System Outlets regarding correction extra or excess pages, mismatched image, inverted or defective image, corrupted or decrypted image, blurred or contains unreadable entries of a birth, marriage, or death certificate.	Helpdesk System

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Help Desk System to report to the Production and Maintenance Unit documents loaded in database.	1.1 Control the USR ID number and information referred by the Help Desk Officer.	None	5 minutes	Assistant Unit Supervisor, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.2 Evaluate and verify the problem document using CICA System.	None	1 hour	
	1.3 Problem document are referred to Central Archive for manual retrieval of the original copy for further evaluation.	None	2 days	Assistant Unit Supervisor, Central Archive, CRMD
	1.4 Receipt and control of pulled out documents from Central Archive then sort by date of release.	None	30 minutes	Controller, Production and Maintenance Unit (PMU), Civil Register Management

	1.5 Transmit the document to data encoder for the encoding of details.	None	20 minutes	Division (CRMD) Data Encoder, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) Team Leader, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.6 Forward the document for scanning.	None	10 minutes	Scanner, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.7 Upload the scanned documents to the PSA CRS Database. Remarks: Scanned documents will be available in the database after three days in the PSA Civil Registry System Outlets.	None	3 days	Electronic Endorsement Approver, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.8 Approve the newly scanned document.	None	30 minutes	Assistant Unit Supervisor, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.9 Inform Help Desk that problem has been resolved.	None	10 minutes	Help Desk Officer,
	1.10 Help Desk to inform the PSA Civil	None	5 minutes	

	Registry System Outlets that the re-scanned image has been uploaded in the PSA CRS Database.			Unisys Managed Services Corp., Supervisor, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) or Chief, Civil Register Management Division (CRMD)
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 9</u> : PROCESSING OF CIVIL REGISTRY DOCUMENTS REQUIRING MANUAL RETRIEVAL AND RE-SCANNING FROM THE CENTRAL ARCHIVE THRU HELP DESK SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>5 DAYS, 2 HOURS, AND 50 MINUTES</u> .				

CIVIL REGISTRY SYSTEM OUTLET

PROVINCIAL OUTLET

External Services

1. Authentication of Birth Certificate (Walk-in clients) at PSA Civil Registry System– Provincial Outlet

PSA authenticates recently registered birth document of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Provincial Statistics Office (PSO)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Basic Requirement for all types of Requesters			
Certified photocopy of the Birth Certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.	
Additional Requirements by Type of Requester		PSA Civil Registry System– Provincial Outlet	
1. Principal (Document Owner)			
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet	
2. Authorized Representative			
Valid Identity Document (ID) of document owner complete with CLEAR PHOTO,		Document owner	

<p>FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Reminder:</p> <p>For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide scanned/or photocopy of the passport as valid ID.</p>	<p>(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID. 	<p>Document owner</p>
<p>Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet</p>
<p>3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter) and Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet</p>
<p>4. Special Cases Clients</p>	

4.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ol style="list-style-type: none"> 1) Barangay Certification that the minor is in the custody of the requesting party/ guardian (1 original) 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for the authentication of his/her own birth document, spouse, parents and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)

Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5.2 Physically Challenged Client/PWD requesting for the authentication of his/her own birth document, spouse, parents & son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5.3 Pregnant Woman requesting for the authentication of her own birth document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form (AF) - Birth Certificate (White Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth	None	5 minutes	Information Marshal, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry System– Provincial Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Outlet Supervisor, PSA Civil Registry System–Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - Priority Clients Payment Windows	2.1 Screen the certified true copy of the Birth Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.	None	10 minutes	Collecting Officer, PSA Civil Registry System–Provincial Outlet Team Leader, PSA Civil Registry System–Provincial Outlet Outlet Supervisor, PSA Civil Registry System–Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
3. Pay the corresponding fee for the request.	3.1 Accept the corresponding payment and	<u>Total Fee</u> Php 155.00 per copy	10 minutes	Collecting Officer, PSA Civil Registry

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF and certified photocopy of Birth Certificate to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p>		<p>System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
4. Proceed to the Releasing Area.	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF – Birth Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the Copy Issuance Certification Authentication (CICA) System.</p> <p>4.1.1 In the event that the document being requested for authentication is already <u>available in</u></p>	None	2 hours	Request Service Officer, PSA Civil Registry System– Provincial Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the CRS Database, the application is treated as copy issuance.</p> <p>4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA).</p> <p>4.1.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.1.4 Match and sort the printed document with the corresponding AF.</p> <p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO must verify the specimen signature of the C/MCR (issuing officer) from the CICA System.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/ signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>,</p>			<p>Barcode Controller, PSA Civil Registry System– Provincial Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for release to the Releasing Area.</p>			
5. Wait for the document owner's name to be called.	<p>5.1 Announce in batch the names of the document owner/authorized representative and the type of document that are ready for release.</p> <p>5.2 For those authentication requests that failed the validation process, return the Birth Certificate submitted for authentication together with the Rejection Slip to the claimant.</p> <p>5.2.1 Advise the Client to get another certified true copy of the Birth Certificate from the LCRO.</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/Chief Statistical Specialist, PSO</p>
<p>6. Fall in line at the Releasing Window where the client's name was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	completeness before releasing the request.			System–Provincial Outlet Outlet Supervisor, PSA Civil Registry System–Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
7. Check the document. Sign the “Received by” portion at the back of the AF and indicate the date of receipt.	7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as “RELEASED” and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the document to the claimant.	None	5 minutes	Releasing Officer, PSA Civil Registry System–Provincial Outlet Team Leader, PSA Civil Registry System–Provincial Outlet Outlet Supervisor, PSA Civil Registry System–Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 1</u>: AUTHENTICATION OF BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.				

2. Authentication of Death Certificate (Walk-in clients) at PSA Civil Registry System– Provincial Outlet

PSA authenticates recently registered death document of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Regional Statistical Services Office (RSSO)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Basic Requirement for all types of Requesters			
Certified photocopy of the Death certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.	
Additional Requirements by Type of Requester		PSA Civil Registry System– Provincial Outlet	
1. Principal (Spouse, Parent, Son/Daughter)			
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet	
2. Other Special Case Requester			

2.1 Nearest of kin of a deceased person (other than the Spouse, Parent and Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
1) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original)	Office of the Barangay where the Guardian currently resides.
2) School ID/Report Card of the deceased that indicates the name of the requester as guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian complete with CLEAR PHOTO, FULL PRINT IN NAME, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) -Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
3. Priority Clients	
3.1 Senior Citizen requesting for the authentication of death certificate of his/her spouse, parent and son/daughter	

Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application PSA Civil Registry System– Provincial Outlet
3.2 Physically Challenged Client/PWD requesting for the authentication of death certificate of his/her spouse, parents and son/daughter	
PWD Identity Document (ID) Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
3.3 Pregnant Woman requesting for the authentication of death certificate of his/her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) -Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Death Certificate (Yellow Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Death Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry

				System– Provincial Outlet Outlet Supervisor, PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - Priority Clients Payment Windows	2.1 Screen the certified photocopy of the Death Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.	None	10 minutes	Collecting Officer, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry System– Provincial Outlet Outlet Supervisor, PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
3. Pay the corresponding fee for the request. <u>Reminder:</u>	3.1 Accept the corresponding payment and generate an Official Receipt (OR).	<u>Total Fee</u> Php 155.00 per copy Breakdown:	10 minutes	Collecting Officer, PSA Civil Registry System– Provincial Outlet Team Leader,

<p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF and the certified photocopy of Death Certificate submitted for authentication to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p>		<p>PSA Civil Registry System—Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Provincial Outlet</p> <p>or Outlet Manager/Chief Statistical Specialist, PSO</p>
<p>4. Proceed to the Releasing Area.</p>	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Death Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that the document being requested for authentication is already available in the CRS database, the application is treated as copy issuance.</p> <p>4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA).</p>	<p>None</p>	<p>2 hours</p>	<p>Request Service Officer, PSA Civil Registry System—Provincial Outlet</p>

	<p>4.1.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.1.4 Match and sort the printed document with the corresponding AF.</p> <p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO to verify the specimen signature of the C/MCR (issuing officer) from the CICA System.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System—Provincial Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System—Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System—Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist,</p>
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				PSO
5. Wait for the name of the deceased person's to be called.	<p>5.1 Announce in batch the names of the deceased person/requesting party and the type of documents that are ready for release.</p> <p>5.2 For those authentication requests that failed the validation process, return the Death Certificate submitted for authentication together with the Rejection Slip to the claimant.</p> <p>5.2.1 Advise the client to get another certified photocopy of the Death Certificate from the LCRO.</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System—Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System—Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Provincial Outlet</p> <p>or Outlet Manager/Chief Statistical Specialist, PSO</p>
<p>6. Fall in line at the Releasing Window where the name of the deceased person's was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System—Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System—Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System—Provincial Outlet</p> <p>or</p>

				Outlet Manager/ Chief Statistical Specialist, PSO
7. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	7.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as "RELEASED" and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the document to the claimant.	None	5 minutes	Releasing Officer, PSA Civil Registry System— Provincial Outlet Team Leader, PSA Civil Registry System— Provincial Outlet Outlet Supervisor, PSA Civil Registry System— Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 2: AUTHENTICATION OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u>				

3. Authentication of Marriage Certificate (Walk-in clients) at PSA Civil Registry System—Provincial Outlet

PSA authenticates recently registered marriage document of contracting parties not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel which appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Regional Statistical Services Office (RSSO)	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirement for all types of Requesters		
Certified photocopy of the Marriage certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.
Additional Requirements by Type of Requester		PSA Civil Registry System– Provincial Outlet
1. Principal (Spouses/Husband and Wife)		
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal’s booth of Application Area PSA Civil Registry System– Provincial Outlet
2. Direct Descendant (Son/Daughter)		
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal’s booth of Application Area, PSA Civil Registry System– Provincial Outlet
3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/Brother/Sister/Grandparent)		
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

(1 original and 1 photocopy)	(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
4. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/copy of the passport as the valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID.	Any of the contracting parties (husband or wife) authorizing the representative
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5. Priority Clients	

5.1 Senior Citizen requesting for the authentication of his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5.2 Physically Challenged Client/PWD requesting for the authentication of his/her own marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5.3 Pregnant Woman requesting for authentication of her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Marriage Certificate (Pink Form) from the Information Marshal's booth and fill-out the required	1.1 Ensure that the necessary AF-Marriage Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Provincial Outlet

information in PRINTED LETTERS.				<p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
<p>2. Submit the required documents to the Payment Window for completeness check.</p> <ul style="list-style-type: none"> - Regular Clients Payment Windows - Priority Clients Payment Windows 	<p>2.1 Screen the certified photocopy of the Marriage Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.</p>	None	10 minutes	<p>Collecting Officer, PSA Civil Registry System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist,</p>

				PSO
<p>3. Pay the corresponding fee for the request.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF and certified photocopy of the Marriage Certificate submitted for authentication to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/Chief Statistical Specialist, PSO</p>
<p>4. Proceed to the Releasing Area.</p>	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Marriage Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that the document being requested for authentication is already <u>available in the CRS database</u>,</p>	None	2 hours	<p>Request Service Officer, PSA Civil Registry System–Provincial Outlet</p>

	<p>the application is treated as copy issuance.</p> <p>4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA).</p> <p>4.1.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.1.4 Match and sort the printed document with the corresponding AF.</p> <p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO to verify the specimen signature of the issuing officer from the LCRO.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/ signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for</p>			<p>Barcode Controller, PSA Civil Registry System– Provincial Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Provincial Outlet</p> <p>or</p>
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	release to the Releasing Area.			Outlet Manager/ Chief Statistical Specialist, PSO
5. Wait for the document owner's (husband's name)/requesting party's name to be called.	<p>5.1 Announce in batch the names of document owners/authorized representatives and the type of document that are ready for release.</p> <p>5.2 For those authentication requests that failed the validation process, return the Marriage Certificate submitted for authentication together with the Rejection Slip to the claimant.</p> <p>5.2.1 Advise the client to get another certified photocopy of the Marriage Certificate from the LCRO.</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
<p>6. Fall in line at the Releasing Window where the document owner's (husband) name was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the document owner/authorized representative to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor,</p>

				PSA Civil Registry System–Provincial Outlet or Outlet Manager/Chief Statistical Specialist, PSO
7. Check the document. Sign the “Received by” portion at the back of the AF and indicate the date of receipt.	7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as “RELEASED” and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the document to the claimant.	None	5 minutes	Releasing Officer, PSA Civil Registry System–Provincial Outlet Team Leader, PSA Civil Registry System–Provincial Outlet Outlet Supervisor, PSA Civil Registry System–Provincial Outlet or Outlet Manager/Chief Statistical Specialist, PSO
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 3: AUTHENTICATION OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS)</u> AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.				

4. Copy Issuance of Birth Record or Birth Certificate (Walk-in clients) at PSA Civil Registry System– Provincial Outlet

Provision of copy of the birth document of an individual available in the PSA Civil Registry Database (converted documents).

Office or Division:	Regional Statistical Services Office (RSSO)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By Type of Requester		PSA Civil Registry System– Provincial Outlet	
1. Principal (Document Owner)			
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies , Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet	
2. Authorized Representative			
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by the official authority (1 original and 1 photocopy) Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.		Document owner (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated;		Document owner	

2) indicate the type of document, the number of copies and the specific details of the document to be requested 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID.	
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
4. Special Cases Clients	
4.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or Local Government Units (LGUs)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal booth of Application Area PSA Civil Registry System– Provincial Outlet
5.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

	(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
6. First Time Job Seeker (RA 11261) <u>Reminder:</u> Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once.	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer
Oath of Undertaking executed by the First Time Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seeker currently resides
Valid Identity Document (ID) of the First Time Job Seeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Public Assistance and Complaint Desk inside the PSA Civil Registry System– Provincial Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Birth Certificate (White Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry System– Provincial Outlet Outlet Supervisor,

				PSA Registry System–Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO	Civil
<p>2. Submit the required documents to the Payment Window for completeness check.</p> <p>- Regular Clients Payment Windows</p> <p>- Priority Clients Payment Windows</p> <p>- First Time Job Seeker, proceed to Public Assistance and Complaint Desk (PACD) inside the outlet</p>	<p>2.1 Screen the AF and the requirements.</p> <p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For first time job seeker:</u></p> <p>2.4 Stamp the submitted requirements as officially “Received by” PSA, indicate therein the date of receipt and collect them.</p> <p>2.4.1 Attach requirements to the AF and label it as Pro-Bono.</p> <p>2.4.2 Record the request in the logbook for control</p>	None	10 minutes	<p>Collecting Officer, PSA Registry System–Provincial Outlet</p> <p>PACD Officer, PSA Registry System–Provincial Outlet</p> <p>Team Leader, PSA Registry System–Provincial Outlet</p> <p>Outlet Supervisor,</p>	Civil

	and reporting purposes.			PSA Civil Registry System–Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
<p>3. Pay the corresponding fee for the request.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the OR the date and estimated time of release.</p> <p><u>For first time job seeker:</u></p> <p>Remind him/her that he/she can avail of the free copy issuance of his/her birth from the PSA only once. Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p> <p>Pursuant to RA 11261, the issuance of one (1) copy of the birth certificate for a first time job seeker is to be issued for <u>FREE</u></p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System–Provincial Outlet</p> <p>PACD Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–</p>

				Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
4. Proceed to the Releasing Area.	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the</p>	None	<p>2 hours</p> <p><u>Reminder:</u></p> <p>Processing time maybe extended depending on the result of verification from the CICA System.</p>	<p>Request Service Officer, PSA Civil Registry System– Provincial Outlet</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) – CRS Bldg., Quezon City</p>

	<p>image is okay and ready for printing.</p> <p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case the image of the birth document from the CRS database is blurred, RSO to attach a note to the AF-Birth Certificate with a message "Blurred Image" to inform the Document Controller and Matcher/Sorter.</p> <p>4.3 Control the printed document in the SECPA in using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF-Birth Certificate.</p> <p>4.5 Forward the document ready for</p>			<p>Barcode Controller, PSA Civil Registry System–Provincial Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry</p>
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	release to the Releasing Area.			System– Provincial Outlet Outlet Supervisor, PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
5. Wait for the document owner's name to be called.	5.1 Announce in batch the names of the document owners/authorized representatives and the type of requests that are ready for release.	None	20 minutes	Releasing Officer, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry System– Provincial Outlet Outlet Supervisor PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
6. Fall in line at the Releasing Window where the client's name was called.	6.1 Check the OR as to the scheduled date and time of release.	None	10 minutes	Releasing Officer, PSA Civil Registry

<p>Present the OR and other requirements.</p>	<p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p>6.2.1 In case the image of the birth document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <p>The client must be given an option for a clearer copy of the birth document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested birth document subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p>			<p>System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
<p>7. Check the document</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID</p>	<p>None</p>	<p>5 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–</p>

	number, releasing window number and date and time of release. 7.3 Stamp the OR as "RELEASED" and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the requested document to the claimant.			Provincial Outlet Outlet Supervisor, PSA Civil Registry System–Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 4: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u>				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 73) Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No
 - Transaction Number
 - Complete details of the request
 - Description of the problem
- 74) RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 75) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 76) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of birth documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
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<p>1. Copy of birth record from the CRS Database have extra or excess page(s) as follows:</p> <ul style="list-style-type: none"> • Foot print of the child • Photo of the document owner • Marriage Contract of parents • A record stamp with LCRs signature • Other attachments with foreign languages 	<p>1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	<p>Production and Maintenance Unit</p>
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	<p>to be uploaded to the CRS Database.</p> <p>1.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>(PMU), Civil Register Management Division, CRS Bldg. (CRMD), East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>2. RSO after logging the details based on the application form, found another image of the birth record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>3. Image of the birth record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.1.2 RSO to wait for the notification from</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System</p>	<p>Help Desk Officer Unisys Managed Services Corp.,</p>	

			scanning from the Central Archive through Help Desk System on page 513
5. Image of the birth document from the CRS Database is blurred (or with unreadable entries)	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>5.6 Print the re-scanned image in CRS Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <p>The client must be given an option to request for a clearer copy of the birth document through re-scanning of the image.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>6. Double or multiple birth records are available in the CRS Database.</p>	<p>6. Double or multiple registration of a vital event is not allowed.</p> <p>6.1 RSO shall assess the records and issue the timely registered document.</p> <p>6.2 RSO shall accomplish the multiple registration form.</p> <p>6.3 Log the document details to the CRS Help Desk System for Bren Linking.</p> <p>6.4 HDO forwards to concerned Back-End Unit for appropriate action.</p> <p>6.5 Print the timely registered birth record</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit, Civil Register Management Division (CRMD), CRS Bldg.,</p>	

	in CRS Security Paper (SECPA).	East Avenue, Quezon City	
7. Birth image has incorrect index in the CRS Database.	<p>7. All birth images with incorrect indices must be updated and submitted for correction.</p> <p>7.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>7.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <p>It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification.</p>	<p>Production and Maintenance Unit, Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	Refer to <u>Service 8</u> . Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511
8. Verification from the CRS Database resulted to Negative Certification but with previously issued birth record.	8. In the event that the RSO, even after thorough investigation from the CRS Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and		

	<p>enrolled in the CRS Database.</p> <p>8.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the birth document if available.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>8.6 Print the result of the manual verification in CRS Security Paper (SECPA)</p>	<p>PACD Officer, PSA Civil Registry System– Provincial Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	
TOTAL ESTIMATED PROCESSING TOME FOR <u>SERVICE 4</u>: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS <u>SEVEN (7) DAYS</u>.			

5. Copy Issuance of Death Certificate (Walk-in clients) at PSA Civil Registry System– Provincial Outlet

Provision of copy of the death certificate of the deceased person available in the PSA Civil Registry System (CRS) Database (converted documents).

Office or Division:	Regional Statistical Services Office (RSSO)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By Type of Requester		PSA Civil Registry System– Provincial Outlet	
1. Principal (Spouse, Parent, Son/Daughter)			
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet	
2. Special Case Clients			
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)			
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public	
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet	
2.2 Guardian of the deceased person, below 18 years old (minor)			
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or:		Clerk of the appropriate Court that rendered the decision	

<p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>1) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original)</p> <p>2) School ID/Report Card of the deceased that indicate the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides.</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document (ID) of the Guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
3. Priority Clients	
3.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal booth of Application Area PSA Civil Registry System– Provincial Outlet
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet

(1 copy)	
3.3 Pregnant Woman requesting for the death certificate of her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Death Certificate (Yellow Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Death Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry System– Provincial Outlet Outlet Supervisor, PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
2. Submit the required documents to the Payment Window for	2.1 Screen the AF and the requirements.	None	10 minutes	Collecting Officer, PSA Civil Registry

<p>completeness check.</p> <ul style="list-style-type: none"> - Regular Clients Payment Windows - Priority Clients Payment Windows 	<p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.</p>			<p>System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
<p>3. Pay the corresponding fee for the request.</p> <p><u>Reminder:</u></p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Provincial Outlet</p>

				or Outlet Manager/ Chief Statistical Specialist, PSO
4. Proceed to the Releasing Area.	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Death Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No -Transaction Number -Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p>	None	<p>2 hours</p> <p><u>Reminder:</u></p> <p>Processing time maybe extended depending on the result of verification from the CICA System</p>	<p>Request Service Officer, PSA Civil Registry System– Provincial Outlet</p> <p>Help Desk Officer Unisys Managed Services Corp. Ground Floor, CVEA Bldg. PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., Quezon City</p>

	<p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL inform the client on the situation and on the rescheduled date of release</p> <p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case, the image of the death document from the CRS database is blurred, RSO to attach a note to the AF-Death Certificate with a message "Blurred Image" to inform the Document Controller and Matcher/Sorter</p> <p>4.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF.</p> <p>5.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System–Provincial Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
5. Wait for the name of the deceased	5. Announce in batch the names of	None	20 minutes	Releasing Officer,

person's to be called.	the deceased person and the type of document being requested that are ready for release.			<p>PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
<p>6. Fall in line at the Releasing Window where the name of the deceased person's was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p>6.2.1 In case, the image of the death document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor PSA Civil Registry System–Provincial Outlet</p>

	<p><u>Reminder:</u></p> <p>The client must be given an option to have a clearer copy of the death document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested death document be subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p>			<p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
<p>7. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p> <p>7.5 Release the requested document to the claimant.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 5: COPY ISSUANCE OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS THREE (3) HOURS EXCLUSIVE OF QUEUEING TIME.

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

77) Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:

- Image ID No.
- Transaction Number
- Complete details of the request
- Description of the problem

78) RSO to wait for the notification from the HDO if the image is okay and ready for printing.

79) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.

80) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of the death record from the CRS Database have extra or excess page(s).	<p>1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</u></p>
2. RSO after logging the details based on	2. The mismatched image should not be printed.		

	Security Paper (SECPA).		Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513
3. Image of the death record from the CRS Database is inverted or defective.	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit</p>	

	<p>Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>(PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>5. Image of the death document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request 	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>-Description of the problem</p> <p>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>5.6 Print the re-scanned image in CRS Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <p>The client must be given an option to request for a clearer copy of the death document through re-scanning.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
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<p>6. Image of the death document has incorrect index in the CRS Database.</p>	<p>6. All death images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <p>It is only after the request for index correction has been approved that the RSO can proceed with the printing of the result of verification.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	<p>Refer to <u>Service 8</u>. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511</p>
<p>7. Verification from the CRS Database resulted to Negative Certification but with previously issued death record.</p>	<p>7. In the event that the RSO, even after thorough verification from the CRS Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p>		

6. Copy Issuance of Marriage Certificate (Walk-in clients) at PSA Civil Registry System– Provincial Outlet

Provision of copy of the Contract of Marriage between two individuals available in the PSA Civil Registry Database (converted documents).

Office or Division:	Regional Statistical Services Office (RSSO)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By Type of Requester		PSA Civil Registry System– Provincial Outlet	
1. Principal (Spouses/Husband and Wife)			
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet	
2. Direct Descendant (Son/Daughter)			
Valid Identity Document (ID) of the of direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINTS, SIGNATURE and issued by an official authority (1 original and 1 photocopy).		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet	
3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/Brother/Sister/Grandparent)			
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public	
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	

1 photocopy)	
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
4. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) <u>Reminder:</u> For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID.	Any of the contracting parties (husband or wife) authorizing the representative
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet

5. Priority Clients	
5.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
5.3 Pregnant Woman requesting for her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
6. First Time Job Seeker (RA 11261)	
<u>Reminder:</u> Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer

Oath of Undertaking executed by the First Time Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seekers currently resides
Valid Identity Document (ID) of the first time job seeker with PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Marriage Certificate (Pink Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Marriage Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry System– Provincial Outlet Outlet Supervisor, PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
2. Submit the required documents to the Payment Window	2.1 Screen the AF and the requirements.	None	10 minutes	Collecting Officer, PSA Civil Registry System–

<p>for completeness check.</p> <ul style="list-style-type: none"> - Regular Clients Payment Windows - Priority Clients Payment Windows - First Time Job Seeker, proceed to Public Assistance and Complaint's Desk (PACD) inside the outlet. 	<p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For first time job seeker:</u></p> <p>2.4 Stamp the submitted requirements as officially "Received by" PSA, indicate therein the date of receipt and collect them.</p> <p>2.4.1 Attach the requirements to the AF and label it as Pro-Bono.</p> <p>2.4.2 Record the request in the logbook for control and reporting purposes.</p>			<p>Provincial Outlet</p> <p>PACD Officer, PSA Civil Registry System– Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System– Provincial Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
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<p>3. Pay the corresponding fee for the request.</p> <p><u>Reminder:</u></p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p><u>For first time job seeker:</u></p> <p>Remind him/her that he/she can avail of the free copy issuance of his/her marriage certificate from the PSA only once. Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p> <p>Pursuant to RA 11261, issuance of (1) one copy of marriage certificate of a first time job seeker is to be issued for <u>FREE</u></p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System—Provincial Outlet</p> <p>PACD Officer, PSA Civil Registry System—Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System—Provincial Outlet</p> <p>Outlet Supervisor PSA Civil Registry System—Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
<p>4. Proceed to the Releasing Area.</p>	<p>4.1 Verify from the CRS database the request on the</p>	<p>None</p>	<p>2 hours</p>	<p>Request Service Officer,</p>

	<p>basis of details that has been written by the requester in the AF.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No -Transaction Number Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL to inform the client on the</p>		<p><u>Reminder:</u></p> <p>Processing time maybe extended depending on the result of verification from the CICA System</p>	<p>PSA Civil Registry System– Provincial Outlet</p> <p>Help Desk Officer Unisys Managed Services Corp. Ground Floor, CVEA Bldg. PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., Quezon City</p>
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	<p>situation and on the rescheduled date of release.</p> <p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case the image of the marriage document from the CRS database is blurred, RSO to attach a note to the AF-Marriage Certificate with a message "Blurred Image" to inform the Document Controller and Matcher/Sorter.</p> <p>4.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF.</p> <p>4.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System—Provincial Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System—Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System—Provincial Outlet</p> <p>Outlet Supervisor,</p>
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				PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
5. Wait for the document owner's (husband's name)/requesting party's name to be called.	5. Announce in batch the names of document owners/authorized representatives and the type of requests that are ready for release.	None	20 minutes	Releasing Officer, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry System– Provincial Outlet Outlet Supervisor, PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
6. Fall in line at the Releasing Window where the document owner's (husband's name) was called. Present the OR and other requirements.	6.1 Check the OR as to the scheduled date and time of release. 6.2 Require the claimant to present/submit the requirements and check for	None	10 minutes	Releasing Officer, PSA Civil Registry System– Provincial Outlet Team Leader,

	<p>correctness and completeness before releasing the request.</p> <p>6.2.1 In case the image of the marriage document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <p>The client must be given an option to have a clearer copy of the marriage document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested marriage document be subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p>			<p>PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/Chief Statistical Specialist, PSO</p>
<p>7. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p>

	<p>and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p> <p>7.5 Release the requested document to the claimant.</p>			<p>Outlet Supervisor PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 6: COPY ISSUANCE OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u></p>				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 81) Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - Image ID No.
 - Transaction Number
 - Complete details of the request
 - Description of the problem
- 82) RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 83) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 84) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	<p>1. The copy of the marriage record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p>	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	

	<p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, QC</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>3. Image of the marriage record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
<p>4. Image of the marriage record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request 	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>-Description of the problem</p> <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, , Quezon City</p>	<p>Refer to <u>Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</u></p>
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<p>5. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p>	<div></div> <div>Help Desk Officer, Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, , Quezon City</div> <div></div> <div>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, , Quezon City</div>
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	<p>5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>5.6 Print the re-scanned image in CRS Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <p>The client must be given an option to request for a clearer copy of the marriage document through re-scanning of the image.</p>		<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513</p>
6. Image of the marriage document has incorrect index in the CRS Database.	<p>6. All marriage images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <p>It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, , Quezon City</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, , Quezon City</p>	<p>Refer to <u>Service 8</u>. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511</p>
7. Verification from the CRS Database resulted to Negative	7. In the event that the RSO, even after thorough verification		

<p>Certification but with previously issued marriage record.</p>	<p>from the CRS Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>7.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the marriage document if available.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and</p>	<p>PACD/Care Officer, PSA Civil Registry System– Provincial Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, , Quezon City</p>	
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	Maintenance Unit (PMU).		
	7.6 Print the result of the manual verification in CRS Security Paper (SECPA).		
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 6: COPY ISSUANCE OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS <u>SEVEN (7) DAYS.</u></u>			

7. Issuance of Certification of No Marriage Record/Existence of Marriage Record (Walk-in Clients) at PSA Civil Registry System– Provincial Outlet

Provision of certification to an individual as to whether a record(s) of marriage(s) (CEMAR) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENOMAR).

Office or Division:	Regional Statistical Services Office (RSSO)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
By Type of Requester	PSA Civil Registry System– Provincial Outlet
1.Principal (Document Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
2.Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Document owner (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)

<p><u>Reminder:</u></p> <p>For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.</p>	
<p>Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID. 	<p>Document owner</p>
<p>Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet</p>
<p>3. In case of death of the document owner, any of his/her immediate family member: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Death Certificate of the Document Owner (1 photocopy)</p>	<p>PSA/Local Civil Registry Office (LCRO)</p>
<p>Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet</p>

4. Special Cases Clients	
4.1 Guardian of a document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>2) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet
4.2 Nearest of kin of a deceased person other than his/her immediate family member (Brother/Sister/Grandparent/Grandchild)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Death Certificate of the Document Owner (1 photocopy)	PSA/Local Civil Registry Office (LCRO)
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet

5. Priority Clients				
5.1 Senior Citizen requesting for his/her own document and his/her spouse				
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)		
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet		
5.2 Physically Challenged Clients/PWDs requesting for his/her own document and his/her parent				
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.		
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet		
5.3 Pregnant Woman requesting for her own document and her spouse				
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)		
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Provincial Outlet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Certificate of No Record of Marriage (Green Form) from the Information Marshal's booth and fill-out the required information in	1.1 Ensure that the necessary AF-CENOMAR is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Provincial Outlet Team Leader,

PRINTED LETTERS.				PSA Civil Registry System–Provincial Outlet Outlet Supervisor, PSA Civil Registry System–Provincial Outlet or Outlet Manager/Chief Statistical Specialist, PSO
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - Priority Clients Payment Windows	2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.	None	10 minutes	Collecting Officer, PSA Civil Registry System–Provincial Outlet Team Leader, PSA Civil Registry System–Provincial Outlet Outlet Supervisor, PSA Civil Registry System–Provincial Outlet or Outlet Manager/Chief Statistical Specialist, PSO

<p>3. Pay the corresponding fee for the request.</p> <p><u>Reminder:</u></p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> Php 210.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 180.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/Chief Statistical Specialist, PSO</p>
	<p><u>PSA Internal Processes:</u></p> <p>3.4 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-CENOMAR.</p> <p>As per business rule, Request Service Officer (RSO) must conduct at least FORTY-FOUR (44) queries from the CICA System about the document owner as male and as female.</p>	<p>None</p>	<p>1 day</p> <p>(1 hour)</p>	<p>Request Service Officer, PSA Civil Registry System–Provincial Outlet</p>

	<p>the processing of the request.</p> <p><u>Reminder:</u></p> <p>It is <u>only</u> after the request for index correction has been approved that the RSO can proceed with the printing of the result of verification.</p> <p>3.5 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>3.6 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>3.7 Match and sort the printed document with the corresponding AF.</p> <p>8.8 Forward document ready for release to the Releasing Area.</p>			<p>Team Leader PSA Civil Registry System– Provincial Outlet</p> <p>or Outlet Supervisor PSA Civil Registry System– Provincial Outlet</p> <p>Barcode Controller, PSA Civil Registry System– Provincial Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System– Provincial Outlet</p> <p>or Team Leader</p>
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				PSA Civil Registry System– Provincial Outlet Outlet Supervisor, PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
4. Proceed to Releasing Window 7 on the scheduled date and time of release. Present the OR and complete requirements to the Releasing Officer.	4.1 Check the OR as to the scheduled date and time of release. 4.2 Search for the requested certification. 4.3 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the requested document.	None	20 minutes	Releasing Officer, PSA Civil Registry System– Provincial Outlet Team Leader, PSA Civil Registry System– Provincial Outlet Outlet Supervisor, PSA Civil Registry System– Provincial Outlet or Outlet Manager/ Chief Statistical Specialist, PSO
5. Check the document.	5.1 Require the claimant to sign the “Received by”	None	5 minutes	Releasing Officer,

Sign the “Received by” portion at the back of the AF and indicate the date of receipt.	<p>portion and indicate the date of receipt at the back of the AF.</p> <p>5.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release.</p> <p>5.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>5.4 Affix the initials of the Releasing Officer in the OR.</p> <p>5.5 Release the document to the claimant.</p>			<p>PSA Civil Registry System–Provincial Outlet</p> <p>Team Leader, PSA Civil Registry System–Provincial Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Provincial Outlet</p> <p>or Outlet Manager/ Chief Statistical Specialist, PSO</p>
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 10: ISSUANCE OF CERTIFICATION OF NO MARRIAGE RECORD/EXISTENCE OF MARRIAGE RECORD (WALK-IN CLIENT) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>ONE (1) DAY AND TWO (2 HOURS)</u>, EXCLUSIVE OF QUEUEING TIME.</u>				

8. Processing and Issuance of Certificate of Registration of Authority to Solemnize Marriage (CRASM)

Office or Division:	Civil Registration and Administrative Support Division
Classification:	Complex
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	Solemnizing Officers thru PSA Provincial Statistical Office(PSA PSO)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to a person a person authorized to administer oath with affixed documentary stamp;	PSA Civil Registry Outlet

<p>12. Three copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. Pictures should not be computer generated to preserve its quality. In cases the person is using glasses, it should be removed to have a clear image of the person. The back of the ID picture should contain the signature of the applicant;</p> <p>13. A machine copy of appointment as priest, head, founder, bishop, pastor and minister of the religion or religious sect;</p> <p>14. Proper endorsement/designation/recommendation from the head of religion or religious sect to mention: the full name, nationality, complete address, location of the church, temple or mosque where the applicant regularly perform rites and indicate the extent of his territorial jurisdiction;</p> <p>15. Certified True Copy of Certificate of Live Birth; CTC of Marriage Certificate for married women; (If document is already available in the RSSO/PSO, no need to submit upon renewal)</p> <p>16. Alien Certificate of Registration (ACR) or Immigration Certificate of Registration (ICR) issued by the Commission on Immigration and Deportation (CID), in case the applicant is a citizen of a foreign country;</p> <p>17. Certified True Copy of Certificate of Ordination issued by his/her respective church; (No need to submit if copy is available on file at the RSSO/PSO)</p> <p>18. Certificate of Registration, Articles of Incorporations and by-laws, and updated General Information Sheet (G.I.S.) certified by the Head of the religion or religious sect. (Administrative Order No. 1, Series of 2007). (One copy per religious sect, no need to submit if one has already submitted)</p>				
STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement of applications for CRASM by the Chief Statistical Specialist to RSSO	RSSO clerk receives the documents	None (Already paid)	2 minutes	Receipt and Control

		at the PSO)		
2. Receipt and Control routes the complete documents	Receives the documents	none	2 minutes	SO Screener (Statistical Specialist II)
3. Screening and processing of application	1. Verification of PSO Endorsement 2. Verification of Recommending Officer's Record 3. Verification of SEC Registration 4. Conduct of field visit/ Re-visit personal interview (if necessary) 5. Approval/ Disapproval of application 6. Updating and/or encoding of SO record in SOIS database	None	4 days 1 day (if necessary)	SO Screener (Statistical Specialist II)
4. Printing of CRASM in SECPA	Countersign CRASM in SECPA	n/a	5 minutes	SO Screener (Statistical Specialist II)
5. Transmitting the CRASM to ORD	Approval/ Disapproval of application and signing of CRASM	n/a	1 hour	Regional Director
6. Preparation of transmittal of Approved CRASM	1. Affix Documentary stamps and dry seal 2. Transmit to PSO 3. Manual recording of CRASM 4. Archiving and filing of CRASM and other documents	n/a	30 minutes	Receipt and Control / SO Screener (Statistical Specialist II)
TOTAL PROCESSING TIME FOR <u>SERVICE 8</u>: UNDER NORMAL CIRCUMSTANCES, IS 4DAYS 1 HOUR AND 39 MINUTES EXCLUSIVE OF QUEUEING TIME.				

Internal Services

9. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database (Internal Process)

Production Vital Event Maintenance (ProdVE) is the correction of erroneous indices in the CRS database. The sources of corrections are from the reports submitted electronically by the PSA Civil Registry System Outlets through F6 function of the CICA System.

Office or Division:	Civil Register Management Division
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report from the PSA Civil Registry System Outlets regarding correction of index of a birth, marriage, or death certificate.	Help Desk System

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PSA Civil Registry System Outlets submit to Help Desk System request for index correction.	1.1 Receipt and control of Index correction from PSA Civil Registry System Outlets.	None	5 minutes	ProdVE Approver, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.2 Review and evaluate submitted documents for index correction.	None	10 minutes	
	1.2.1 If ok, update the index and inform the outlet thru Help Desk System.	None	5 minutes	
	1.2.2 If the copy of the document subject for index correction is blurred, request for manual retrieval of the document at Central Archive for validation.	None	10 minutes	
	1.2.2.1 Manually retrieve document from Central Archive.	None	2 days	Assistant Unit Supervisor, Central Archive, CRMD Amparo, Caloocan City
	1.2.2.2 If the document evaluated from Central Archive	None	5 minutes	

	is consistent with the submitted index correction, approve the index correction.		5 minutes	Supervisor, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.2.2.3 Link the blurred image to the newly scanned clear copy in the CRS Database.	None	5 minutes	or
	1.2.2.4 Update the index and inform the PSA Civil Registry System Outlets thru Help Desk System.	None		Chief, Civil Register Management Division (CRMD)
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 8: PROCESSING OF REQUEST FOR INDEX CORRECTION OF CIVIL REGISTRY DOCUMENTS IN THE PSA CIVIL REGISTRY DATABASE, UNDER NORMAL CIRCUMSTANCES, IS <u>45 MINUTES</u>.				
TOTAL ESTIMATED PROCESSING TIME FOR DOCUMENT THAT REQUIRES MANUAL RETRIEVAL FROM CENTRAL ARCHIVE IS <u>2 DAYS AND 45 MINUTES</u>.				

10. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System (Internal Process)

Document that have extra or excess pages, mismatched image, inverted or defective image, corrupted or decrypted image, blurred or contains unreadable entries, need to be re-scanned or replaced to ensure that the proper document will be issued to the client.

Office or Division:	Civil Register Management Division
Classification:	Complex
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report from the PSA Civil Registry System Outlets regarding correction extra or excess pages, mismatched image, inverted or defective image, corrupted or decrypted image, blurred or contains unreadable entries of a birth, marriage, or death certificate.	Helpdesk System

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Help Desk System to report to the Production and	1.1 Control the USR ID number and information referred	None	5 minutes	Assistant Unit Supervisor,

Maintenance Unit documents loaded in database.	by the Help Desk Officer.			
	1.2 Evaluate and verify the problem document using CICA System.	None	1 hour	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.3 Problem document are referred to Central Archive for manual retrieval of the original copy for further evaluation.	None	2 days	Assistant Unit Supervisor, Central Archive, CRMD
	1.4 Receipt and control of pulled out documents from Central Archive then sort by date of release.	None	30 minutes	Controller, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.5 Transmit the document to data encoder for the encoding of details.	None	20 minutes	Data Encoder, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.6 Forward the document for scanning.	None	10 minutes	Team Leader, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.7 Upload the scanned documents	None	3 days	Scanner, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)

	to the PSA CRS Database.			Electronic Endorsement Approver, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	Remarks: Scanned documents will be available in the database after three days in the PSA Civil Registry System Outlets.	None	30 minutes	Assistant Unit Supervisor, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)
	1.8 Approve the newly scanned document.	None	10 minutes	Help Desk Officer, Unisys Managed Services Corp.,
	1.9 Inform Help Desk that problem has been resolved.	None	5 minutes	Supervisor, Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) or Chief, Civil Register Management Division (CRMD)
	1.10 Help Desk to inform the PSA Civil Registry System Outlets that the re-scanned image has been uploaded in the PSA CRS Database.	None		
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 9: PROCESSING OF CIVIL REGISTRY DOCUMENTS REQUIRING MANUAL RETRIEVAL AND RE-SCANNING FROM THE CENTRAL ARCHIVE THRU HELP DESK SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>5 DAYS, 2 HOURS, AND 50 MINUTES.</u></u>				

VI. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Feedback Form and drop in any of the suggestion boxes at the servicing area or email to: info@psa.gov.ph
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestion are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ol style="list-style-type: none"> Suggestion box Email info@psa.gov.ph Query Verification Unit Public Assistance and Compliant Desk (PACD) <p>To facilitate efficient, effective and timely response from RDMD make sure that the following information are provided:</p> <ol style="list-style-type: none"> Name of the application being complained Incident- Brief Summary of the complaint Evidence-Proof or Evidence to Support the Complaint Date and place of incident <p>For inquiries and follow-up, client may contact KMCD from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there is a need for more information or clarification.</p> <p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc the Office of the Assistant National Statistician (OANS), Information Technology and Dissemination Service.</p>
Contact Information of CCB, PCC, ARTA	<p>ANTI RED TAPE AUTHORITY (ARTA)</p> <p>Website: arta.gov.ph</p> <p>Email: complaints@arta.gov.ph</p>

	<p>Call: 8478-5091 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph</p> <p>Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621</p> <p>Fax: 8736-8621</p> <p>8888 CITIZEN' COMPLAINT CENTER Call/Text: 8888</p>
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VII. LIST OF OFFICES

CENTRAL OFFICE

HEAD OF OFFICE	ADDRESS	TELEPHONE NUMBER (MAIN)
OFFICE OF THE NATIONAL STATISTICIAN (ONS)	CRS Bldg. PSA Complex East Avenue Quezon City, 1101	(632) 8461-0500 loc. 802, 805, 810
INTERNAL AUDIT DIVISION	3/F PSA-TAM Bldg. East Avenue Quezon City, 1101	(632) 8938-5274
LEGAL SERVICE	4/F PSA-TAM Bldg. East Avenue Quezon City, 1101	(632) 8938-5273
PHILSYS REGISTRY OFFICE	2/F PSA-TAM Bldg. East Avenue Quezon City, 1101	(632) 8277-2379
MACROECONOMIC ACCOUNTS SERVICE (MAS)	16th Floor, North Tower, Eton Centris Cyberpod Three	8376-1996

	EDSA corner Quezon Avenue, Quezon City	
ECONOMIC SECTOR STATISTICS SERVICE (ESSS)	16th Floor, North Tower, Eton Centris Cyberpod Three EDSA corner Quezon Avenue, Quezon City	8376-1984
SECTORAL STATISTICS OFFICE (SSO)	16th Floor, North Tower, Eton Centris Cyberpod Three EDSA corner Quezon Avenue, Quezon City	8376-1887
SOCIAL SECTOR STATISTICS SERVICE (SSSS)	16th Floor, North Tower, Eton Centris Cyberpod Three EDSA corner Quezon Avenue, Quezon City	8376-1883
CIVIL REGISTRATION AND CENTRAL SUPPORT OFFICE (CRCO)	8/F CRS Bldg. PSA Complex East Avenue Quezon City, 1101	(632) 8461-0500 loc. 807, 806, 809, 811
FINANCE AND ADMINISTRATIVE SERVICE (FAS)	11th Flr. CyberPod Centris Eton One, EDSA, Quezon City	8374-8270 8374-8273
CIVIL REGISTRATION SERVICE (CRS)	8/F CRS Bldg. PSA Complex East Avenue Quezon City, 1101	(632) 8461-0500 loc. 808, 813, 814, 817, 819
CENSUS AND TECHNICAL COORDINATION OFFICE (CTCO)	17th Floor, North Tower, Eton Centris Cyberpod Three EDSA corner Quezon Avenue, Quezon City	8376-1938
<u>INFORMATION TECHNOLOGY and DISSEMINATION SERVICE (ITDS)</u>	3rd. Flr. CVEA Bldg., East Ave., Quezon City, P.O. Box 779, Manila, Phils	8462-6600 loc. 802, 806, 824

FIELD OFFICES

HEAD OF OFFICE / E-MAIL ADDRESS	ADDRESS	TELEPHONE NUMBER (MAIN)
National Capital Region	9/F EDSA Grand Residences 75 EDSA Cor. Corregidor St. Bgy R. Magsaysay, Quezon City	(02) 936-7292 (02) 781-71-96
Provincial Statistical Office - <u>NCR I (Manila, Mandaluyong & San Juan)</u>	2/F GAMA Bldg., J.P. Laurel St. corner Minerva	(02)925-2745

	St., San Miguel, Manila	
Provincial Statistical Office - <u>NCR II (Quezon City & Marikina)</u>	8/F EDSA Grand Residences 75 EDSA Cor. Corregidor St. Bgy R. Magsaysay, Quezon City	(02) 716-0828 (02) 713-4472
Provincial Statistical Office - <u>NCR III (Makati, Taguig, Pasig & Pateros)</u>	5/F Carolina Corporate Center, 1203 Cardona cor J.P. Rizal Sts., Poblacion, Makati City 1210	(02)899-8912 and (02)895-5889
Provincial Statistical Office - <u>NCR IV (Caloocan, Malabon, Navotas & Valenzuela)</u>	1798 4/F Grandz Commercial Center Building, Mc Arthur Highway cor. Calle 4, Barangay 81, Caloocan City	(02) 367-3831 (02) 362-6911 (02) 362-6912
Provincial Statistical Office - <u>NCR V (Paranaque, Las Pinas, Muntinlupa & Pasay)</u>	3/F STWLPC Building 336-342 Sen. Gil Puyat Avenue (Buendia) Barangay 49, Pasay City 1300	(02) 833-8284 (02) 834-1601
Cordillera Administrative Region	2 nd & 3 rd Flr., CTLL Bldg. 141 Abanao Extension Baguio City 2600	(074) 443- 7763 (074) 446-9412
Provincial Statistical Office - <u>ABRA</u>	DZPA Bldg. Rizal St., Corner Zone 6 Bangued, Abra 2800	(074) 752-8031
Provincial Statistical Office - <u>BENGUET</u>	3/F CTLL Bldg., 141 Abanao Extension Baguio City 2600	(074)446-9413
Provincial Statistical Office - <u>IFUGAO</u>	Provincial Capitol, Lagawe, Ifugao 3600	Smart: 09196979606 Globe: 09171225473

Provincial Statistical Office - <u>KALINGA</u>	2nd & 3rd Flrs GLIMZ Bldg., Balinag St. Purok 4, Bulanao, Tabuk City, Kalinga 3800	(074) 627-5063
Provincial Statistical Office - <u>MT. PROVINCE</u>	Commercial Bldg., Poblacion, Bontoc Mountain Province 2616	(074) 633-1578
REGION I (ILOCOS)	Parammata Bldg., Diversion Road, Sitio 5, Barangay Biday, City of San Fernando, La Union 2500	(072) 888- 2582
Provincial Statistical Office - <u>ILOCOS NORTE</u>	Jomel 3 Corporate Bldg., Brgy. 14., P. Acosta, cor D. Samonte Sts., Laoag City 2900	(077) 770- 4440
Provincial Statistical Office - <u>ILOCOS SUR</u>	2/F Singson Bldg. cor. Del Pilar & Mabini Sts., Vigan, Ilocos Sur 2700	(077) 722- 2140
Provincial Statistical Office - <u>LA UNION</u>	5 th Bldg. Gov. Ancheta St., Barangay IV City of San Fernando La Union 2500	(072) 888- 5740
Provincial Statistical Office - <u>PANGASINAN</u>	Manuel S. Lim Bldg., De Venecia Diversion Road, Nalsian, Calasiao, Pangasinan 2418	(075) 517-4439
REGION II (CAGAYAN VALLEY)	City Hall, Annex Bldg, Carig Sur Tuguegarao City 3500	(078) 304-8366
Provincial Statistical Office - <u>BATANES</u>	Brandon's Place, National Road, Kayvaluganan, Basco, Batanes 3900	CP No. 0995- 0161926 (globe) 0928- 7335226 (smart)
Provincial Statistical Office - <u>CAGAYAN</u>	3F De Yro Bldg., Mabini St. Ugac Norter, Tuguegarao City Cagayan 3500	(078) 844-1504
Provincial Statistical Office - <u>ISABELA</u>	2F/3F LSP Bldg., Alibagu, Ilagan City, Isabela 3300	(078) 323-0718

Provincial Statistical Office -<u>NUEVA VIZCAYA</u>	Nueva Vizcaya Sports Complex Don Domingo Maddela, Bayombong Nueva Viscaya 3700	(078) 392 - 1397
Provincial Statistical Office -<u>QUIRINO</u>	Aguas Building, San Marcos, Cabarroguis, Quirino	09778063561
REGION III (CENTRAL LUZON)	PSA Bldg. Diosdado Macapagal, Gov't Center, Bgy. Maimpis City of San Fernando Pampanga 2000	(045) 455-2552 / 455-2515
Provincial Statistical Office -<u>AURORA</u>	MJO Bldg., Bgy. Suklayin Baler, Aurora 3200	Tel. (042)-724-0139 Mobile: 0907-151-2875
Provincial Statistical Office -<u>BATAAN</u>	Bataan Government Center Ala Uli, Pilar, Bataan	(047) 633 5227
Provincial Statistical Office -<u>BULACAN</u>	Villa Reina Bldg., Valenzuela St. City of Malolos, Bulacan 3000	(044) 791-1751
Provincial Statistical Office -<u>NUEVA ECIJA</u>	3F Harrison Bldg., Brgy. Dicarma, Maharlika hi-way Cabanatuan City	(044)940-9213
Provincial Statistical Office -<u>PAMPANGA</u>	2nd Flr. 3 & 1 Bldg. Dausan Subd Phase I Mc Arthur Hiway Bgy. Sindalan City of San Fernando Pampanga	(045) 455-2443
Provincial Statistical Office -<u>TARLAC</u>	3/F U.S. Bldg., McArthur Highway, Tarlac City 2300	

Provincial Statistical Office -<u>ZAMBALES</u>	#47 Gordon Avenue, Brgy. Pag-asa, Olongapo City, Zambales 2200	(047) 232-6289
REGION IVA (CALABARZON)	G/F Bldg. C., Fiesta Mall, Marawoy, Lipa City, Batangas 4217	(043) 756-0412 / 757-1671
Provincial Statistical Office -<u>BATANGAS</u>	2/F Bernal Commercial Bldg., Julian Pastor Rd. (New Public Market), Batangas City 4200	(043) 723-2207 and (043) 425-1221
Provincial Statistical Office -<u>CAVITE</u>	2/F Government Center Bldg. Provincial Capitol Grounds, San Agustin, Trece Martires City, Cavite 4109	((046) 514-0445 and (046) 686-5728
Provincial Statistical Office -<u>LAGUNA</u>	Maharlika Highway, Bgy. Bagong Bayan San Pablo City 4000	(049) 562-6401 / 503-3472
Provincial Statistical Office -<u>QUEZON</u>	3/F Pacific Mall, Landco Business Park, M.L. Tagarao St., Lucena City. 4301	(042) 716-0579 (042) 373-6832 (042) 373-7059 (042) 717-3629
Provincial Statistical Office -<u>RIZAL</u>	G/F Budgetlane Shopping Center Circumferential Road, Antipolo City 1870	
REGION IVB (MIMAROPA)	JP Rizal St., Bgy. Camilmil, Calapan City Oriental Mindoro 5200	(043) 441-6914
Provincial Statistical Office -<u>MARINDUQUE</u>	AGB Bldg., Nepomuceno cor. Del Mundo Sts. San Miguel, Boac, Marinduque	(042) 754-0024 and (042) 332-0848

Provincial Statistical Office - <u>OCCIDENTAL MINDORO</u>	Ramirez-Lopez Condominium, Rizal St., Bgy. 3, Mamburao, Occidental Mindoro	(043) 711-9982
Provincial Statistical Office -<u>ORIENTAL MINDORO</u>	Martinez Bldg., Roxas Drive Bgy Lumangbayan, Calapan City Oriental Mindoro 5200	(043) 286-7077 / 441-6252
Provincial Statistical Office -<u>PALAWAN</u>	2/F CBPP Bldg. #160 Rizal Ave. Puerto Princesa City, Palawan 5300	(048) 434-2092
Provincial Statistical Office -<u>ROMBLON</u>	Navarrte Building, Brgy. II-Poblacion, Romblon, Romblon 5500	
REGION V (BICOL)	2/F Albay Capitol Bldg., Annex No. 1, Old Albay, District, Legazpi City 4500	(052) 480-1568
Provincial Statistical Office -<u>ALBAY</u>	3/F Enterprise Bldg. A, Landco Business Park, Bgy. 36 Capantawan, Legazpi City 4500	(052) 480-1596 / 742-1228
Provincial Statistical Office -<u>CAMARINES NORTE</u>	2/F LJR Bldg. III, J.Lukban St. Cor. Carlos II St., Daet, Camarines Norte 4600	
Provincial Statistical Office -<u>CAMARINES SUR</u>	774 Panganiban Drive, Naga City 4400	(054) 871-58-72
Provincial Statistical Office -<u>CATANDUANES</u>	BL Jastrid Bldg., National Road Cavinitan, Virac, Catanduanes 4800	CP No. 0920-968-1179
Provincial Statistical Office -<u>MASBATE</u>	2/F Revil Bldg., Quezon St., Masbate City 4500	(056) 582-0238

Provincial Statistical Office -<u>SORSOGON</u>	3/F Peña Bldg., Rizal corner Burgos Sts., Burabod, Sorsogon City 4700	
REGION VI (WESTERN VISAYAS)	J. Villanueva Bldg., Iznart St., Front of Amigo Mall, Iloilo City 5000 J. Villanueva Bldg., Iznart St., Front of Amigo Mall, Iloilo City 5000	(033) 335- 0907 / 335- 1816
Provincial Statistical Office -<u>AKLAN</u>	Redepermavic Bldg., North Capitol Site Estancia, Kalibo, Aklan	(036) 262-3804 - (036) 268- 3373
Provincial Statistical Office -<u>ANTIQUE</u>	2/F Eagles Place Building, Bantayan Road, San Jose, Antique	(036) 540-8628
Provincial Statistical Office -<u>CAPIZ</u>	Ground Floor, Catalan Building Magallanes St., Roxas City, Capiz	(036) 6215-963
Provincial Statistical Office -<u>ILOILO</u>	2/F J. Villanueva Bldg., Iznart St., Iloilo City 5000	(033) 509-9620
Provincial Statistical Office -<u>GUIMARAS</u>	2nd Floor, Galanto Bldg., New Site, San Miguel, Jordan, Guimaras.	(033) 331-28- 44
Provincial Statistical Office -<u>NEGROS OCCIDENTAL</u>	East 2 Corporate Center, Corner Diola- Circumferential Rd., Villamonte, Bacolod City 6100	(034) 435- 5385
REGION VII (CENTRAL VISAYAS)	Gaisano Capital Bldg., Colon St., Cebu City 6000	(032) 256-0592 / 412-6794
Provincial Statistical Office -<u>BOHOL</u>	3rd Floor Galleria Luisa, Gallares St. Tagbilaran City 6300	(038) 501- 0996

Provincial Statistical Office -<u>CEBU</u>	2/F Martina Sugbo Center, P. Burgos St., San Roque, Cebu City	(032) 255-6187 / 255-8573 / 412-1337
Provincial Statistical Office -<u>NEGROS ORIENTAL</u>	Purple Bldg., Valencia St., Brgy. Bagacay, Dumaguete City 6200	(035) 442-4372
Provincial Statistical Office -<u>SIQUIJOR</u>	Mabini St., Poblacion Siquijor, Siquijor 6225	(035) 344-2002
REGION VIII (EASTERN VISAYAS)	Leyte SR Bldg., Artemio Mate Ext., Barangay Abucay, Tacloban City, Leyte 6500	(053) 321-5153 / 321-8389
Provincial Statistical Office -<u>BILIRAN</u>	2/F EMK Bldg., Vicentillo Extension, Naval, Biliran 6543	
Provincial Statistical Office - <u>EASTERN SAMAR</u>	3rd Floor Wheelers Bldg., Baybay 5, Brgy Songco, Borongan City	(055) 560-9380
Provincial Statistical Office -<u>LEYTE</u>	2/F Leyte SR Bldg., Artemio Mate Extension, Brgy. Abucay, Tacloban City Leyte 6500	(053) 832-1495
Provincial Statistical Office -<u>NORTHERN SAMAR</u>	2/F DCPS Bldg., Rizal cor. Quezon Sts., Brgy. Acacia, Catarman, Northern Samar 6400	(055) 251-8958
Provincial Statistical Office -<u>SAMAR</u>	Noble Bldg., Rizal Ave., Catbalogan, Samar 6700	(055) 543-8245
Provincial Statistical Office -<u>SOUTHERN LEYTE</u>	2/F Port Area Bldg., Abgao, Maasin City Southern Leyte 6600	(053) 570-8440
REGION IX (ZAMBOANGA PENINSULA)	Dagdag Bldg. San Jose Road Baliwasan Zamboanga City 7000	(062) 991-5066, (062) 990-1379

Provincial Statistical Office -<u>ZAMBOANGA DEL NORTE</u>	A4M Bldg., Arellano Extension Miputak, Dipolog City	
Provincial Statistical Office -<u>ZAMBOANGA DEL SUR</u>	Mercado Bldg., 143 V Sagun St. Pagadian City 7016	(062) 214-4189
Provincial Statistical Office -<u>ZAMBOANGA SIBUGAY</u> RICHARD D. TABIGNE Chief Statistical Specialist psasibugay@gmail.com	Sucgang Street, Poblacion, Ipil, Zamboanga Sibugay	(062) 333-2409 and (062) 955-0798
REGION X (NORTHERN MINDANAO)	B1 - B4 Pride Rock Business Park Gusa Cagayan de Oro City 9000	(088) 856-2679 (088) 856-4778
Provincial Statistical Office -<u>BUKIDNON</u>	2/F Ramos Bldg., Fortich St., Barangay 7 Malaybalay City 8700	(088) 221-2163 (088) 813-1404
Provincial Statistical Office -<u>CAMIGUIN</u>	Jamero's Bldg., Rizal St. Mambajao, Camiguin 9100	(088) 387-1019
Provincial Statistical Office -<u>LANAO DEL NORTE</u>	Barnuevo Bldg., Badelles St. Ext. Pala-o, Iligan City 9200	(063) 221-3275 (063) 221-6433
Provincial Statistical Office -<u>MISAMIS OCCIDENTAL</u>	G/F Gaisano Mall Southwing Port Road cor. 15 de Noviembre St. Ozamis City 7200	(088) 521-0901
Provincial Statistical Office -<u>MISAMIS ORIENTAL</u>	C7 Pride Rock Business Park, Gusa, Cagayan de Oro City 9000	(088) 858-47
REGION XI (DAVAO REGION)	Ango Bldg., Cabaguio Ave., Davao City 8000	(082) 221-3593 / 221-8338 / 224-1140

Provincial Statistical Office - <u>DAVAO DEL NORTE</u>	3/F F.A. Laingo Development Corp. Bldg., Corner Bonifacio and Quezon Sts., Tagum City, Davao del Norte 8100	(084) 655-9605 / 655-9599
Provincial Statistical Office - <u>DAVAO DEL SUR</u>	3/F R & T Yap Bldg., F. Bangoy St., Davao City 8000	(082) 224-2975 / 225-0172 (082) 225-0172
Provincial Statistical Office - <u>DAVAO ORIENTAL</u>	VM David Bldg., Rizal Extension City of Mati, Davao Oriental 8200	(087) 811-7090 (087) 388-3215
Provincial Statistical Office - <u>COMPOSTELA VALLEY</u>	BMP Building, M.Fuentes Ave., Poblacion, Nabunturan, Compostela Valley	(084) 817-0172
Provincial Statistical Office - <u>DAVAO OCCIDENTAL</u>	Abbas Ext., Poblacion, Malita, Davao Occidental 8012	09171389283
REGION XII (SOCCSKSARGEN)	2/F Elena V. Co Bldg., Don Rufino Alonzo St., Cotabato City 9600	
Provincial Statistical Office - <u>COTABATO</u>	Zepol Bldg. III, Alim St., City of Kidapawan	(064) 521-0063
Provincial Statistical Office - <u>SOUTH COTABATO</u>	SCJ Building, Jose Abad Santos Street, Zone III, Koronadal City	(083) 877-1905
Provincial Statistical Office - <u>SULTAN KUDARAT</u>	Fajardo Bldg., 19 Doña Aurora St., Pob., Tacurong City, Sultan Kudarat 9800	
Provincial Statistical Office - <u>SARANGANI</u>	Partridge Bldg., J. Catolico Sr. Avenue, Lagao, General Santos City 9500	(083) 552-2502

REGION XIII (CARAGA REGION)	Freeman Building, J.C. Aquino Avenue, Barangay Imadejas, Butuan City	(085) 225-5219
Provincial Statistical Office -<u>AGUSAN DEL NORTE</u>	2nd Floor Unit #6, Laureate Bldg JC Aquino Ave., Butuan City	(085) 341- 2208
Provincial Statistical Office -<u>AGUSAN DEL SUR</u>	Government Center, Patin-ay, Prosperidad, Agusan del Sur 8500	0908-8670- 987
Provincial Statistical Office -<u>SURIGAO DEL NORTE</u>	3/F Yuipco Bldg., Navarro St., Surigao City 8400	
Provincial Statistical Office -<u>SURIGAO DEL SUR</u>	2/F Pimentel Bldg. Donasco St., Bag- ong Lungsod, Tandag, Surigao del Sur 8300	(086) 211-3041
Provincial Statistical Office -<u>DINAGAT ISLANDS</u>	DAT Building, Purok 3 Don Ruben, San Jose, Dinagat Islands	09171076804 09209699580
AUTONOMOUS REGION IN MUSLIM MINDANAO (ARMM)	Carumba Bldg., Jupiter St., RH9, Cotabato City 9600	(064) 421-4064
Provincial Statistical Office -<u>LANAO DEL SUR</u>	Rima Saber Taurac Bldg. 3, Amai Pakpak Avenue, Datu Saber, Marawi City 9700	0998-585- 4878
Provincial Statistical Office -<u>MAGUINDANAO</u>	2/F A.K. Sumndad Bldg. (formerly E. Marco Bldg) Mother Barangay Rosary Heights, No. 096 Sinsuat Avenue, Cotabato City 9600	
Provincial Statistical Office -<u>SULU</u>	2nd Floor, Notre Dame Commercial Complex Sanchez St., Walled City, Jolo, Sulu	(085) 341-8911 local 2461
Provincial Statistical Office -<u>TAWI-TAWI</u>	Barms Bldg., National Hi-way	(068) 268-1329

	Bongao, Tawi-Tawi 7500	
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